

Understanding Our POS

Today's Goal:

We will cover **how to properly operate our POS systems**
as a manager and team lead for Smith Dairy Queens.



Smith Dairy Queens, LTD.

Every button you press leaves a record

- 1. Refunds, Cancels and Voids**
- 2. Smith DQ Discount Policy**
- 3. Applying a Discount**
- 4. Launching an LTO**
- 5. DQ App and Rewards**
- 6. Customer Lookup**
- 7. Review your Numbers Daily**

Your login

is your signature.

Every refund, void, and discount is tied to the person who approved it. Never share your PIN



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Cancel or Refund? Timing Decides

CANCEL

Before the order is paid

- Removes an item or order that was rung in error
- No money changes hands
- Fix mistakes right away, while the guest is still at the register

REFUND

After the order is paid

- Returns money to the guest
- Must go back to the original payment type
- Requires manager approval and a reason

Has the guest paid? If yes, it is a refund.



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Refunds, Cancells and Voids

1. ***Processing a refund, step by step***

- 1. Find the original check.** Look it up by check number or receipt.
- 2. Get manager approval.** Swipe or enter your own login.
- 3. Select the items.** Ring up only what the guest is returning
- 4. Choose the reason.** Pick the specific reason, not "other."
- 5. Return to the original tender.** Card to card, cash to cash.
- 6. Keep the receipt.** Guest signs; file it with the day's paperwork.

THE RULES

- No original check, no refund
- Never refund to a different payment type
- Offer a remake first when the guest still wants the food
- Never share your PIN to speed things up



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Our Discount Policy

3. *Four questions build every plan*

10%

Senior citizens

50%

Active-duty
military

50%

First responders

Police, firefighters,
EMS

50%

Employees

Working a shift over 4
hours

ONLY THE PERSON WHO QUALIFIES, NEVER THE WHOLE TICKET

Press the Item % button→ Select their Items→ Enter 10% or 50%

Use Item %, not the 10% or 50% ticket button.



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Applying Discounts

2. ***Ring it first, then discount it***

- 1. Ring every item.** Full menu price, exactly as ordered.
- 2. Select Discounts, then Item% discounts, then Enter your PIN**
- 3. Select the item to be discounted, then enter the discount %**
- 4. Record the reason.** Senior, military, first responder, employee, or comp.
- 5. Confirm the total.** Tell the guest the new total, then take payment.

WATCH FOR

- Discounts added after payment
- Discounts on the whole ticket instead of one person's items
- One person discounting far more than others
- Discounts on cash sales only



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Launching an LTD

4. ***Make it work on day one***

1 BEFORE LAUNCH

- Know the start date
- Product and packaging in
- Build card posted

2 DAY ONE

- Find the new buttons
- Ring a test order, then void it
- Check price and tax

3 TRAIN THE CREW

- Show where it rings
- Practice the suggestive sell
- Know what is in the combo

4 THE END DATE

- Know when it ends
- Plan inventory down
- Report buttons that stay live

Rung wrong, an LTD throws off sales mix and food cost.



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DQ App and Rewards

5. ***Ring it first, then discount it***

10 points per \$1 spent

1 deal or reward per order

15 minutes until an activated deal expires

- 1. Ask every guest.** "Do you have the DQ app?"
- 2. Scan before payment.** So points and deals apply.
- 3. Check the deal.** One per order, not expired.
- 4. Mobile orders:** watch for inside, curbside, and drive-thru pickups.

Every scan builds a guest who comes back.

6. *Make it work on day one*

1 WHEN TO USE IT

- Scanner will not read
- Guest forgot their phone
- Points did not post

2 HOW

- Search by phone or email
- Guest confirms their name
- Apply points before payment

3 MISSING POINTS

- Wait 24 hours
- Scan receipt in app within 7 days
- Or contact DQ support

Protect the guest's privacy: never read their details out loud.



Every Shift

✓ ***Review exceptions daily, not monthly***

1 VOIDS

High counts for one person, or voids after the guest has left.

2 REFUNDS

Refunds in slow hours or without an original check.

3 DISCOUNTS

One person discounting far more than others.

4 DRAWER

Frequent no-sale opens and cash variances.

Look for patterns, not one-off mistakes.



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Practice

? ***What would you do?***

1 THE WRONG BLIZZARD

Guest paid by card 10 minutes ago. The Blizzard is wrong.

2 APP WON'T SCAN

Guest has a deal active, but the scanner will not read it.

3 CAN I HAVE YOUR PIN?

A cashier asks for your PIN so they can do discounts.

4 DELIVERY GAP

Mobile orders are not coming through to your system, but Fans are showing up to pick them up.

***Protect the guest. Protect the money.
Protect your login.***



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Take it back to your shift

Which POS habit will you coach first?

1 RING IT RIGHT

Right buttons, right discounts, LTOs rung correctly.

2 SCAN EVERY GUEST

Ask about the app on every order.

3 CHECK DAILY

Refunds, voids, discounts, cash, and delivery totals.

Your login is your signature. Protect it.



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