

How to Give Discounts:

1. **Check:** When giving out discounts please make sure that there is a reason. Listed are the only types of discounts we give:
 - a. **Employee:** When an employee is working they get %50 off their food (Dine-in only). When they are not working they get %25 off their food (available for Dine-in and take-out.) Keep in mind that it is only food they get a discount on **NOT DRINKS**. Please write the name of the employee on the receipt
 - b. **Un-Happy Customers:** Customers who are not satisfied with their food are eligible to receive a discount. Please refer to the next page for discounts that apply to customers.
 - c. **Family:** The Relatives of Mike Tran are eligible for %25 off discount. They will let you know if they are family. If you do not know them, you can ask for ID or some sort of proof.
 - d. **CSC Workers:** The government workers down the street (In Abbotsford) are eligible for %10 off their food. They must show ID.
 - e. **Steve Nash:** Those who have are a member at Steve Nash are eligible for %10 off their food. They must show ID.
2. **Entering Discount:** Highlight the table that is eligible for the discount then press the “Close” button. Pick the appropriate discount shown on the left side of the screen.



3. **Closing the Table:** After applying the discount close the table as usual. Write the explanation for the discount on the receipt.

Un Happy Customers – Discounts

Please leave a note on why you have given a discount to a customer. Keep in mind that if you give discounts all the time something must be wrong. Management checks on all transactions that goes through the machine! Assess the situation and give discounts with a good reason.

1. **Customer was not happy (not finished):** If the customer is not satisfied ask the reason why. If they did not like the taste of the food you can offer them a \$10 Gift Card for the next time they are in, so that they can try something they do like. They still must pay for the food.
2. **Customers are not happy (finished everything):** If this happens they cannot get any discount. If the food was that bad they would not have finished everything on the plate/bowl.
3. **Hair in Food or Something is Wrong with the Dish:** If a customer found hair in their food or there is something seriously wrong with the food, they are eligible for the food to be free.
4. **Not Happy with Service:** If they are not happy with the service provided suggest that they do not give you a tip. Tip is based on service and food.
5. **Missing food in their takeout:** If they are missing something in their takeout, apologize and offer them the SAME item for free the next time they are in (within 5 days.) Write down their name and number and put it into the Communication book.
6. **Other:** If the customer is still unhappy or you do not know what to do in the situation leave their name and number and the manager can contact them.

Please provide an explanation, name and number for all discounts. The discount is only good for 5 days, let the customers know this. Write everything in the communication book. If you are giving out a Gift Card, In-House check it. If you notice that it is the same customer complaining suggest they eat somewhere else.