



## Tuckshop and Canteen Management Consultants

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### Cash registers

Cash registers are vital in any canteen regardless of its size. You can not accurately track your stock without a cash register and you cannot keep your funds secure. If you don't have cash registers then you should make purchasing registers a priority.

#### What to look for in a cash register-

- ✚ Make sure it does what you want it to do
- ✚ It has enough keys so you can have one key for each product
- ✚ Can have scan system capabilities if you want it later
- ✚ You can reprogram it yourself rather than paying people to do it
- ✚ It fits on your bench [with the shutters down]
- ✚ Touch screens aren't cheap but they are great
- ✚ Buy one for each counter and make sure they match so you can go between registers if you need to

**If you do have registers then make sure they are being used correctly.** We see many canteens that are basically using their registers as an electronic cash drawer. This defeats the purpose of having them

- ✚ Each item should have its own button and those buttons should be used even for markdowns. if you don't have enough buttons then consider adding the scan system or cut down on the items you sell as you may have too many items for sale
- ✚ Have a written end of day banking/ register procedure
- ✚ Never have an unders and over tin of money that you use to make sure the register balances
- ✚ Never void or add just so your register balances
- ✚ Make sure the register can give a correct tax invoice as per ATO requirements if a customer asks
- ✚ Be aware of who can void and how often the no sale button is used
- ✚ Leave the registers open overnight in case of a break in[ that way they won't smash the register open to see if there is any money in it]
- ✚ Lock the drawers if you leave the canteen as you can't assume people in there won't steal. Unfortunately this does happen.
- ✚ Remember to regularly pull the drawers right out and check behind them.
- ✚ Record excess and shortfalls on your daily takings sheet and never ever alter the takings so it matches up. If there is an excess or shortfall work out why it happened and try not to do that again.
- ✚ Try to have one operator on each register so that person is responsible for the funds being correct. If people share the drawer you don't know who made the mistakes and there is no accountability
- ✚ Use the z read to find out actual numbers of what is popular and what isn't
- ✚ Offer training to people who use the registers don't just throw volunteers on them
- ✚ Colour code the keypads so it is easier to find things. E.g. frozen things all blue background, hot foods on a red background
- ✚ Keep the registers up to date if you add or delete items for sale or the price changes. It doesn't take long if you keep on top of it. This is a good job for student free days.

Remember you must abide by your associations guidelines on cash handling and cash registers

To fast track your end of day register procedures a template is available at [www.canteens.com.au](http://www.canteens.com.au)

#### Additional help to manage your Tuckshop or Canteen

- ✚ Tuckshop and Canteen Management Consultants Helpline [www.canteens.com.au](http://www.canteens.com.au)
- ✚ Nutrition Australia <http://www.nutritionaustralia.org/>
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