

How to serve guests (REVIEW)

Greet the guest

1. Politely say hello and ask: "Are you a student"

Determine their status and scan correctly

1. Student: Ask for their student card. Scan the TUE student barcode.
2. Association member: Ask the name of their association. Scan the association barcode or find it in the register.
3. Resident: Ask to see their Luna keys of room droplet. Scan the Resident barcode.
4. Personal account: They can scan their NFC chip or barcode, or you can search for their name in the register.
5. Not a student: No scan needed.

Take the order in the register

1. See [Register Guide](#) below for detailed steps.

After payment: handle the receipt

1. Food receipt:
 1. Hand it to the guest. Explain that their order number will appear on the screen when it's ready.
 2. Then make sure a bartender starts the order (shout "KITCHEN!" if needed).
2. Drink receipt:
 1. Place it to the left of the register. Put new receipts rightmost, oldest leftmost.
 2. Always take the receipt with you or spike it immediately if you start preparing drinks to avoid duplicates.

Serve drinks

1. Put drinks on the bar. In Hubble this in the middle of the bar, in Meteor on the corner next to the register.
 2. Always open bottles and cans.
 3. Draft beers cleanly to the line in the glass.
-

Revision #5

Created 2025-07-28 14:34:51 UTC by Stephanie Wouters

Updated 2026-01-17 18:16:39 UTC by Bas Nijhof