
Department: All Restaurants

Last Updated: 04/20/2017

Subject: COMPS BUTTONS

HID#: 001

PURPOSE

To maintain consistent comps across all Big Red F restaurants

RESPONSIBILITY

General managers responsible for accurate comp button creation in Aloha, roll-out and overall adherence to the policy. All managers responsible for following HID and using comps appropriately.

POLICY GUIDELINES

COMP Categories

- Maintained by the General Manager, see table on page 2
 - Specific marketing categories are added/deleted to reflect current promotions

HOW TO

1. Requires authorized MAG card
 2. Apply Comp – select the appropriate comp category
 3. Paper Coupons or promotions – must be “voided”, stapled to tab and submitted with EON reports
 4. Void are only for items that have not been produced
 5. Comps should only be entered for items made – NOT spills, waste, etc.
- *all guest Comps/Voids must be communicated to the MOD “in-the-moment” & addressed accordingly

BEST PRACTICES

1. FOH management uses authorized mag cards for comps/voids
2. MODs are responsible for ALL comps/voids
 - a. Managers clocked in as a server or bartender may NOT perform comps during the shift
3. If comped items remain on the guest ticket, servers must circle the comp amount and communicate the credit to the guest. “Sarah, so nice to meet you tonight, that coin is on me” or “Dan, so sorry you didn’t love the Ahi tonight, it’s been removed from your bill” etc.
 - a. If it’s preferred that the guest not see the comped item it may be transferred to a separate check under the ID of the original server/bartender
4. End of Night
 - a. MOD must verify all comps/voids for each checkout
 - b. Note any large variances in the nightly logbook

COMP BUDGET - *please discuss variances amongst your management team.*

1. Servers – 2% of net sales
2. Bar – 5% of net sales

HID

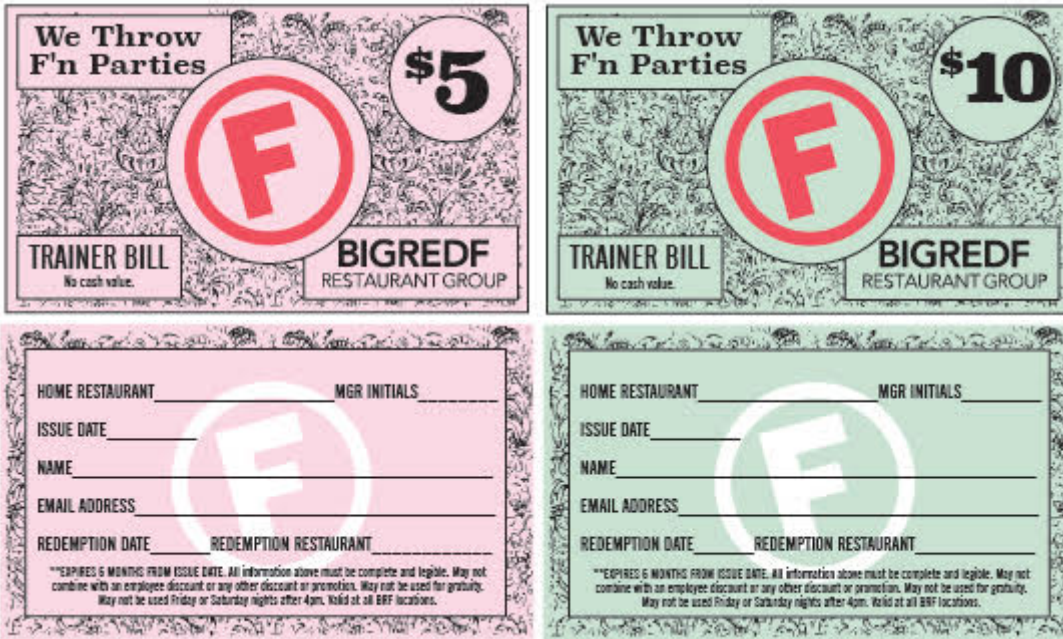
How It's Done: COMPS

COMP Name	Type	Purpose	Approv	Aloha	Items	Reads
Special Occasion	Guest	Birthday, etc.	GM & AGM	Item	All	Celebration
QA - Service	Guest	Service error led to guest	GM & AGM	Item	All	Thank You!
QA -	Guest	Music too loud, table too small, long wait, etc.	GM & AGM	Item	All	Thank You!
QA - Kitchen	Guest	Kitchen error led to guest	GM & AGM	Item	All	Thank You!
QA - Guest	Guest	For use when printed promo	GM & AGM	\$	All	Thank You!
No Like	Guest	Guest did not like food or drink	GM & AGM	Item	All	Not My
*Guest Taster	Guest	Tasters of alcohol or food	GM & AGM	Item	All	Taster
Bar Marketing	Guest	Build business at the bar	GM & AGM	Item	All	A Lil' Love
**Marketing	Guest	Build business, guest relations	GM & AGM	Item/Mess	All	A Lil' Love
Public Relations	Guest	Media dining	GM & AGM	Item/Mess	All	Thank You!
Donation	Guest	Approved donation	GM & AGM	\$ /	All	Donation
MGR 40%	Guest	Mgrs dining & not using Qcard	GM & AGM	% /	All	Family Love
Emp 40%	Guest	Emp + 1 guest when dining off-	GM & AGM	% /	Food	Family Love
Server Hookup	Guest		GM & AGM	\$ amount	All	Thank you
Bar Hookup	Guest		GM & AGM	\$ amount	All	Thank you
Emp Merch	Employee	Staff Uniform	GM & AGM	Item/Mess	Retail	Emp Merch
Emp Food	Employee	40% off when eating while on-the-	GM & AGM	Item	Food	Emp Food
MGR On Duty	Employee	Manager meals (only when MOD)	GM & AGM	Item/Mess	All	MGR Meal
Staff On Duty	Employee	Bartender, shucker, etc. meals	GM & AGM	Item/Mess	Food	Staff
Tasting	Employee	Tasting staff on any food/bev	GM & AGM	Item/Mess	All	Tasting
Training	Employee	Training meals - NOT preshift	GM & AGM	Item/Mess	Food	Training
Kitchen Drinks	Employee	Kitchen shift drinks	GM & AGM	Item	L/W/B	Kitchen
Trainer Bills	Employee	PLEASE SEE SPECIALS SET-UP on				Training
Band	Employee	Band food & beverage	GM & AGM	Item/Mess	All	Band

*Always split these items onto a separate tab and comp so that the guest never sees it on the check

**Temporary comp buttons will need to be created to track ROI-must be approved by Director of Operations

TRAINER BILLS



Before you use them

Set up a series of comp buttons for accurate & easy tracking. Please use the specific aloha numbers provided & pay special attention to capitalization and spacing on the comp titles. These comps have to be consistent at each restaurant.

- 800020 – Trainer Bill Zolo
- 800021 – Trainer Bill Jax B
- 800022 – Trainer Bill Jax D
- 800023 – Trainer Bill Lola
- 800024 – Trainer Bill Centro
- 800025 – Trainer Bill WET
- 800026 – Trainer Bill Jax FC
- 800027 – Trainer Bill Jax GD
- 800028 – Trainer Bill POST
- 800029 – Trainer Bill Jax KC
- 800030 – Trainer Bill C&B LM
- 800031 – Trainer Bill C&B RD

*All Items, must enter dollar amount

How to issue

As a perk of being a badass employee and helping us to train new badass employees, each training shift will be rewarded with a training bill. There are \$5 and \$10 increments. A Full shift will earn \$10 and a partial shift may earn \$5.

Small print

- Cannot be used with employee discount or any other offers
- To be used at the restaurant of choice they're all game
- All backside information must be completed in full

Redemption

- Comp to the issuing restaurant
- Send bills back to BRF headquarters – separate from sales bundle

Safekeeping

- Treat these bills like cash - keep them locked in the safe

How do I get more?

- Bills are printed and distributed from the BRF home office.
- Bills are accompanied by a log that must be filled out and returned to BRF home office before additional bills will be re-issued
- Please email a written request with at least 72 hours advance notice, attach usage log