

Office - Manage Employees - Clocking In-Out and Ending a Shift

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Overview

The Office System has the ability to **Track** as well as **Report** on Employee Hours worked throughout the Club. In this manual, we will review various aspects of the Office Timekeeping System including **Clocking In**, **Clocking Out**, and **End of Shift Processes**.

Use Case(s)

A new Employee will be Clocking In for the first time.

A Server needs to alter the Job Code in which they clocked in.

An Employee needs to reprint an End of Shift Report from a previous date.

An Employee needs to Clock Out for their break.

Please Note: Job Codes must be assigned to any Employee who will be clocking in/out at the POS. It is the responsibility of Club Administrators/Managers to assign these Job Codes appropriately to their Employees. For more information on Job Codes, please review our [Job Codes Manual](#).

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Clocking In

To Clock In:

1. Click on the **POS Icon**.



2. A Clubessential logo will display (moving around the screen), click anywhere on the screen to access the user login prompt. Enter your **Employee Swipe ID** (this is assigned within the Employee's Profile). Please review our [Manage Employees Manual](#) for more information.

User Login Required

Enter employee code

7 8 9 Backspace

4 5 6 OK ✓

1 2 3

0 Cancel ✕

3. An additional screen will display prompting the user to select the applicable **Job Code**.

Select a job code

← Golf Staff Pantry Pop Shack Server →

Cancel ✕

Please Note: If the user only has only one Job Code assigned to their Employee Profile, the system will display: **You have successfully logged in.**

Clocking Out

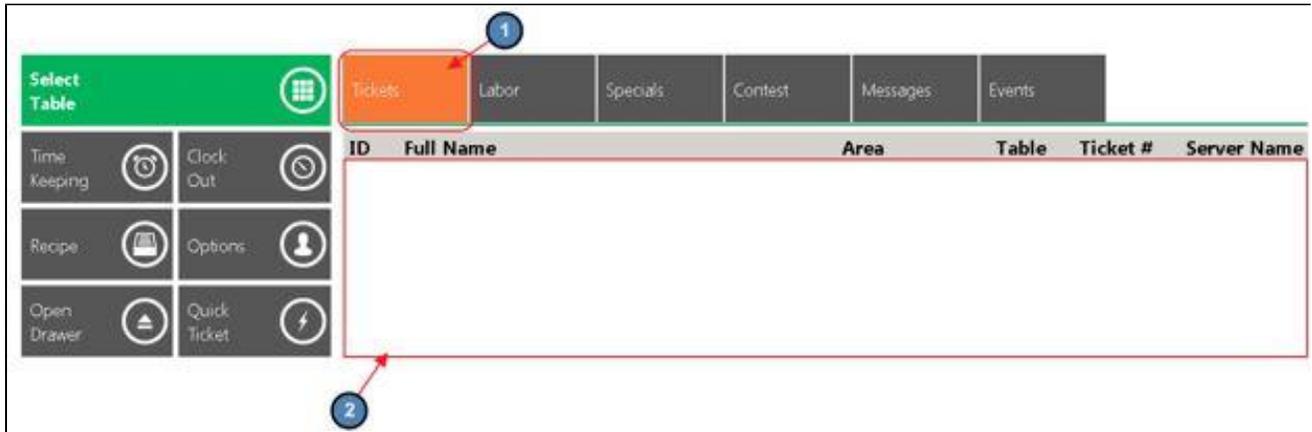
Clocking Out and **Ending a Shift** are different features in the Office system.

An employee must **Clock In** at the beginning of their shift. Any breaks, lunches, etc., are to be recorded by **Clocking Out** (NOT ending the shift). To complete the shift worked, the employee must **Clock Out AND End the Shift**, after all tickets have been closed. Ending a Shift is covered in the last section of this document.

Please Note: An employee's timesheet will reflect all instances of when an employee clocked in and out during their shift.

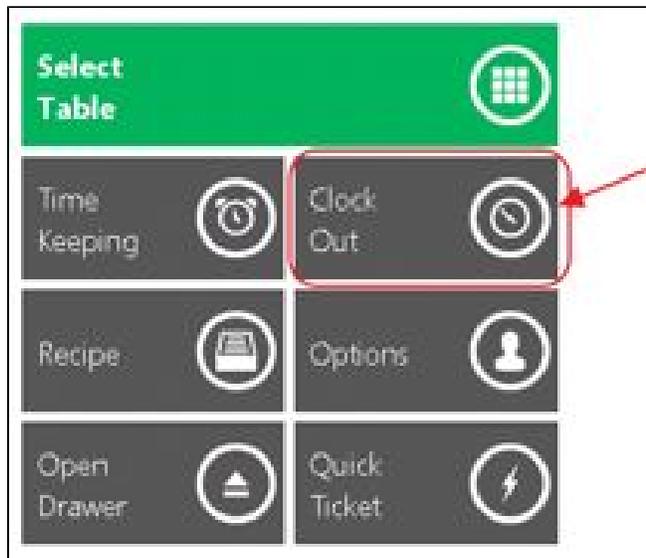
Clocking Out for Breaks

Employees have the ability to clock-out for breaks without ending their shift. However, before an employee can clock out the **Tickets** screen must be blank, reflecting that the employee has no open tickets.

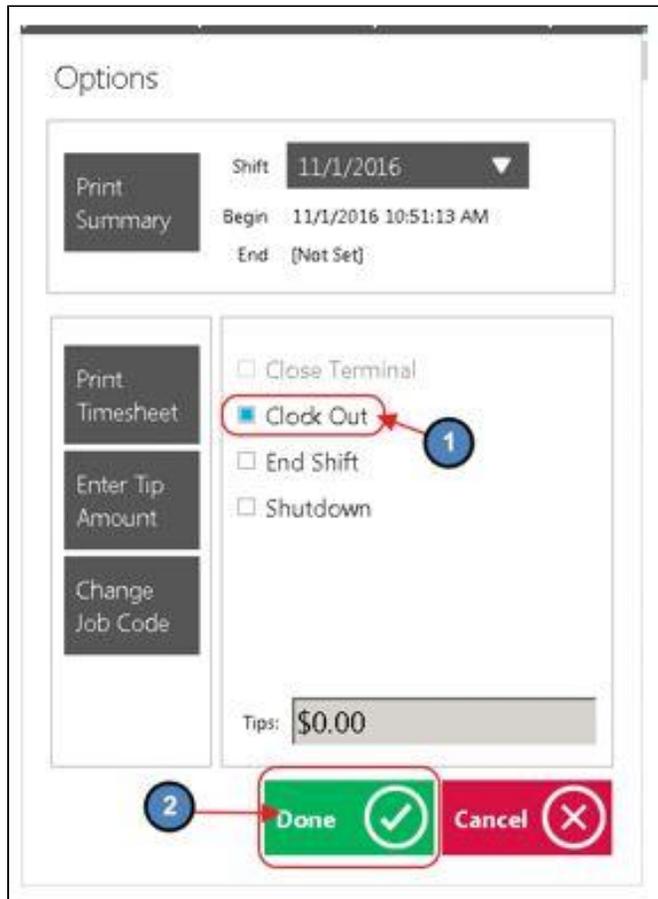
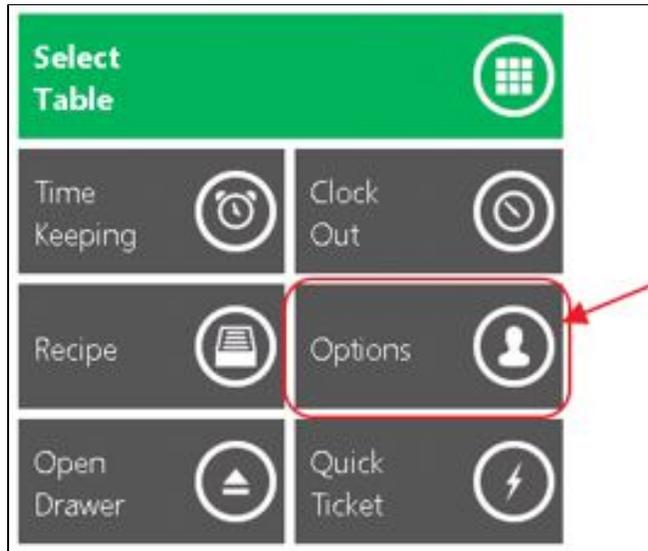


Employees have 2 options when clocking out for break.

- 1) Select **Clock Out** on the main POS screen.
 - a. The system will prompt, **Would you like to end your shift?** Select **No**.



- 2) Select Options on the main POS screen.
 - a. Select **Clock Out** and hit **Done**.



Notes:

- The above options will clock the user out but **NOT** end their shift - meaning, the employee can clock back in and continue working on the same shift.
- When clocking back in after a break, it is important to remember to clock-in under the **SAME** Job Code that started the Shift.
 - For example, if I began my shift under the Food & Beverage Management **Job Code** and I clocked out for lunch, when I clock back in I need to select the Food & Beverage Job Code again for timekeeping to report properly.



End of Shift Processes

Before an employee **Ends their Shift**, the **Tickets** screen must be blank, reflecting that the employee has no open tickets. An employee must close all tickets before Ending the Shift.

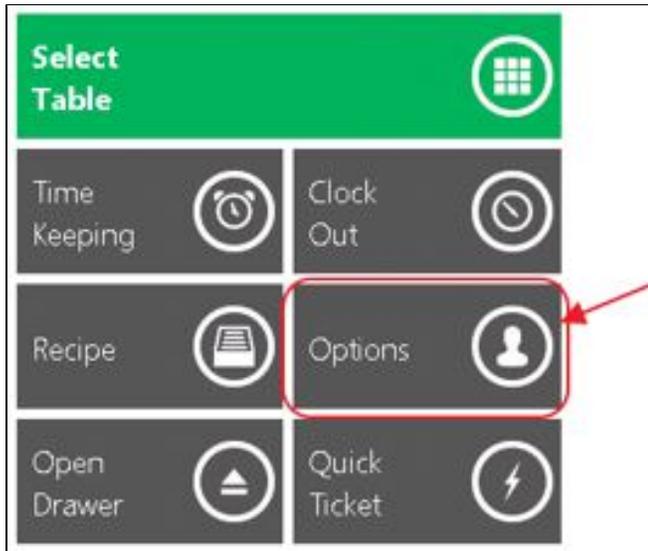


End of Shift Report

Once the Tickets display is blank, reflecting no open tickets, an **End of Shift Report** can be printed. This report is usually run before the Shift is ended, and will display all sales and transactions completed during the employee's "Shift" regardless of how many times they clocked in and out during their shift. This report can be printed as many times as the user wants, at any time. In addition, the system also keeps an archive of past **End of Shift Reports** for the user to access and print at any time.

To **print** an End of Shift Report:

- 1) Select **Options** on the main POS screen.



2) Verify that the most current **Shift** is reflected (The system will default to the latest Shift) and select **Print Summary**.



3) A **Print Preview** will display showing how the report will look when printed, and the Ticket Device the report will print to. Select **Print** to continue printing.

Print Preview - Summary Report

Device: Grill Bar POS Receipt ▼

End Of Shift Report

Employee: Doug Pedegana

Report Start: 04/05/16 12:26
Report End: 08/15/17 09:49

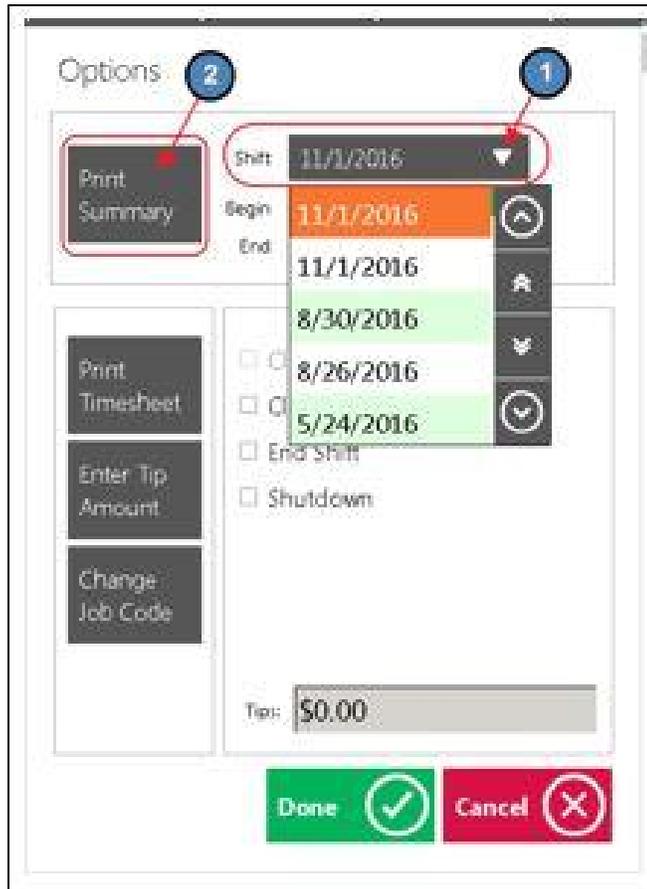
Print Date: 08/15/17 09:49

Shift Summary:

F&B: Bar Beverage.....	16.11
F&B: Beer.....	875.83
F&B: Food.....	15,354.65
F&B: Liquor.....	95.75
F&B: Wine.....	4,180.49
Fitness: Training/Class.	542.00
Golf: Carts.....	2,104.00
Golf: Gift Cards & Cred.	290.00
Golf: Green Fees.....	2,815.50
Golf: Lessons.....	11,589.00
Golf: Merchandise.....	4,736.65
Golf: Tournament Beer CR.	59.50
Golf: Tournament Food CR.	75.13
Golf: Tournaments.....	79.00
Guest Rooms.....	350.00
Swim: Merchandise.....	45.00
Tennis: Guest Fees.....	58.00
Tennis: League Fees.....	40.00
Tennis: Lessons/Clinics.	95.00
Tennis: Merchandise.....	16.00
Youth Camps	839.00
Subtotal.....	44,256.61
Total Taxes.....	2,375.31
Total Service Charge..	4,103.13

Print ✓ Close ✕

4) As previously mentioned, the system keeps an archive of past **End of Shift Reports** for the user to access and print at any time. To print a past End of Shift Report simply select the appropriate shift in the **Shift** drop down and select **Print Summary**.



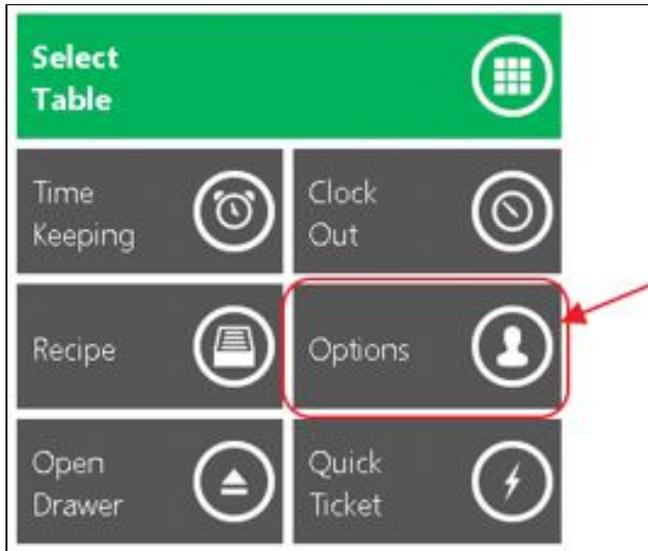
Ending the Shift

The Office System requires all tickets to be closed and an **End Shift** completed. This is the preferred method to ending a shift. Different operations have different end of shift expectations before an employee can leave; follow the policies and procedures as advised by the Club.

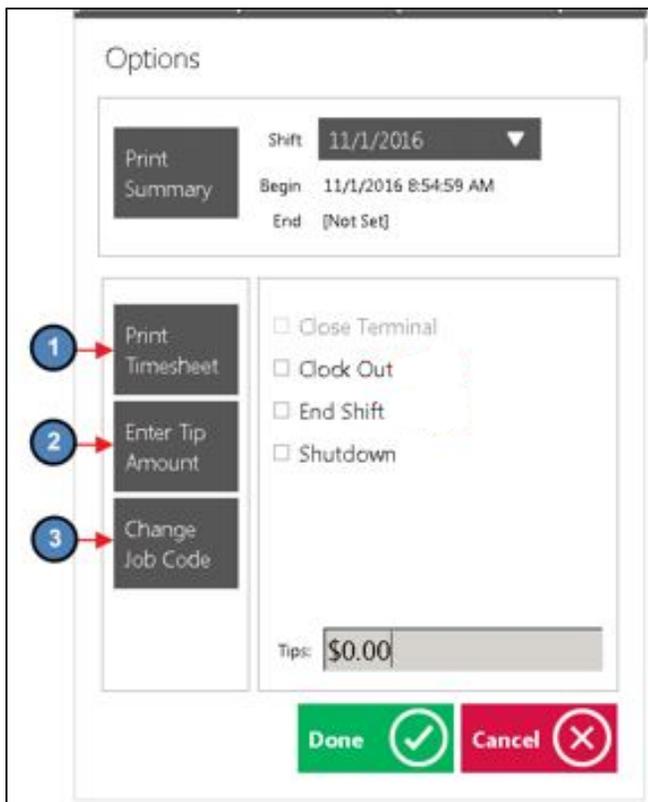
Please Note: An employee cannot end their shift without clocking out as well.

To End a Shift:

- 1) Select **Options** on the main POS screen.



2) Review **Options** below, and perform when necessary. Once **Options** have been reviewed/performed (as needed), proceed to step 3 to **End Shift**.



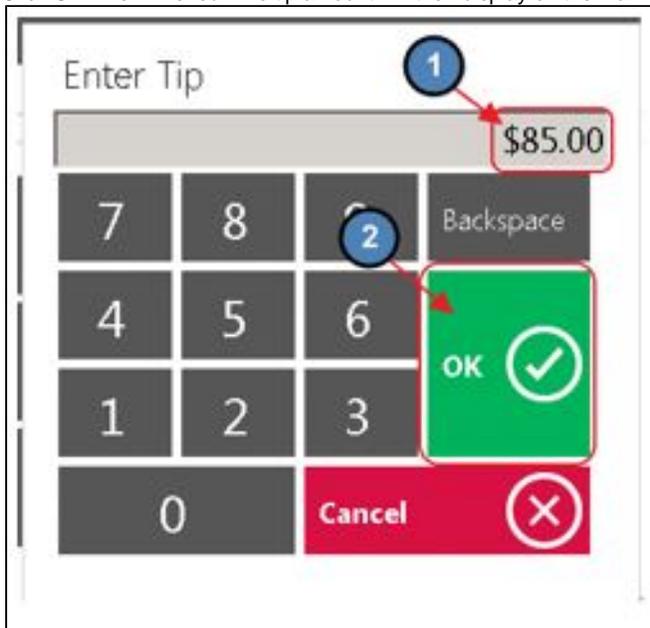
Print Timesheet

When selected, the system will provide a report on total hours worked during the shift per Job Code. A Print Preview will also display when this option is selected. Select **Print** to continue printing the report.



Enter Tip Amounts

If you report cash tips for tax purposes, select this option and a prompt will display for the user to enter their cash tips. Click **OK** when finished. The tip amount will then display on the main **Options** screen.



Options

Print Summary Shift: 11/1/2016
 Begin: 11/1/2016 8:54:55 AM
 End: (Not Set)

Print Timesheet Close Terminal
 Clock Out
 End Shift
 Shutdown

Enter Tip Amount

Change Job Code

Tip: **\$85.00**

Done Cancel

Change Job Code

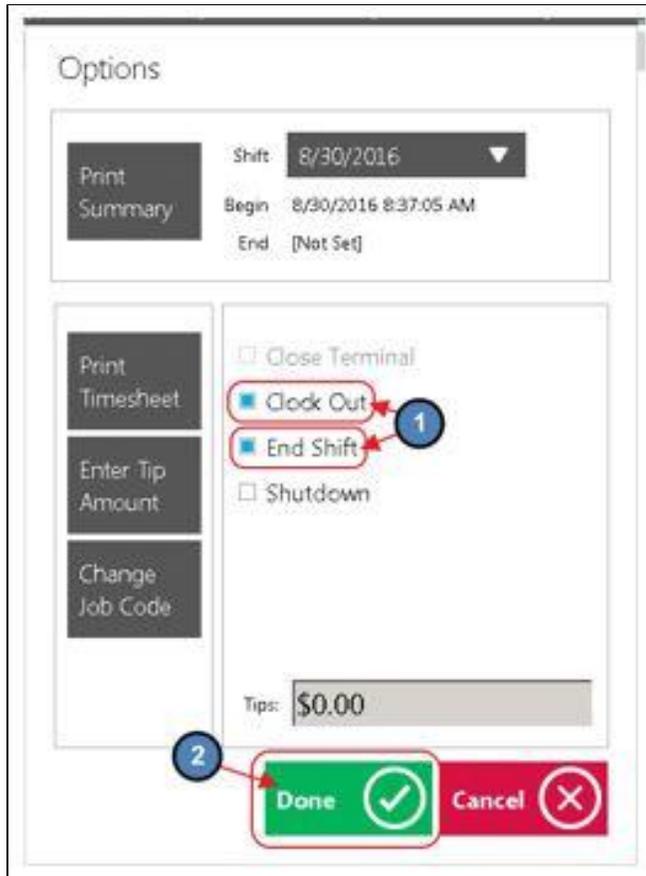
If you mistakenly logged into the wrong Job Code, select this option and a prompt will display asking the user to select the correct Job Code.

Select a job code

Accounting Banquet Bartender Busser Food & Beverage Mgmt Host(ess) Server Vacation

Cancel

3) To **End Shift**, select the **End Shift** box. (Clock Out will automatically be selected). Then, choose **Done**. This officially ends the user's Shift.



Best Practices

1. Job Codes must be assigned to any Employee who will be clocking in/out at the POS. It is the responsibility of Club Administrators/Managers to assign these Job Codes appropriately to their Employees. For more information on Job Codes, please review our [Job Codes Manual](#).
2. Ensure that the Employee has the correct Job Codes associated with their Employee Profile before they proceed to Clock-In.
3. Both Clock Out options will clock the user out but NOT end their shift. Meaning that the employee can clock back in and continue working on the same shift.
4. When clocking back in after a break it is important to remember to clock-in under the SAME Job Code that started the Shift.
5. In order for an employee to Clock Out and/or End the Shift, all of their open tickets must be closed.

FAQs

Q: My employee missed their Clock In/Clock out time, how can I adjust the hours?

A: Please reference the Managing Timekeeping documentation to Edit or Delete an existing Timesheet.

Q: My employee started their shift with a particular job code, and they need to finish the shift under a different job code, what do I do?

A: Ensure that the employee Clocks Out of the first job code, AND Ends the Shift. Then, have them Clock In again and select the different Job Code.

Q: My employee does not remember when/if they have clocked out.

A: The Shift Report can be reprinted at any time for any shift to review the Clock In and Clock Out records. With that report, these can be reviewed and adjusted accordingly. For more detail on adjustments, please see the Managing Timekeeping document.

Downloadable Guide

[Clocking In-Out and Ending a Shift](#)