

Click to begin



Maitre'D®

2005 Setup Guidelines

Gratuity



This document will guide you through setting up Gratuity in Maitre'D.

Gratuities are tips that are automatically added to checks, and that can be conditional to an Amount or Customer Threshold.

Gratuities belong to the employee.

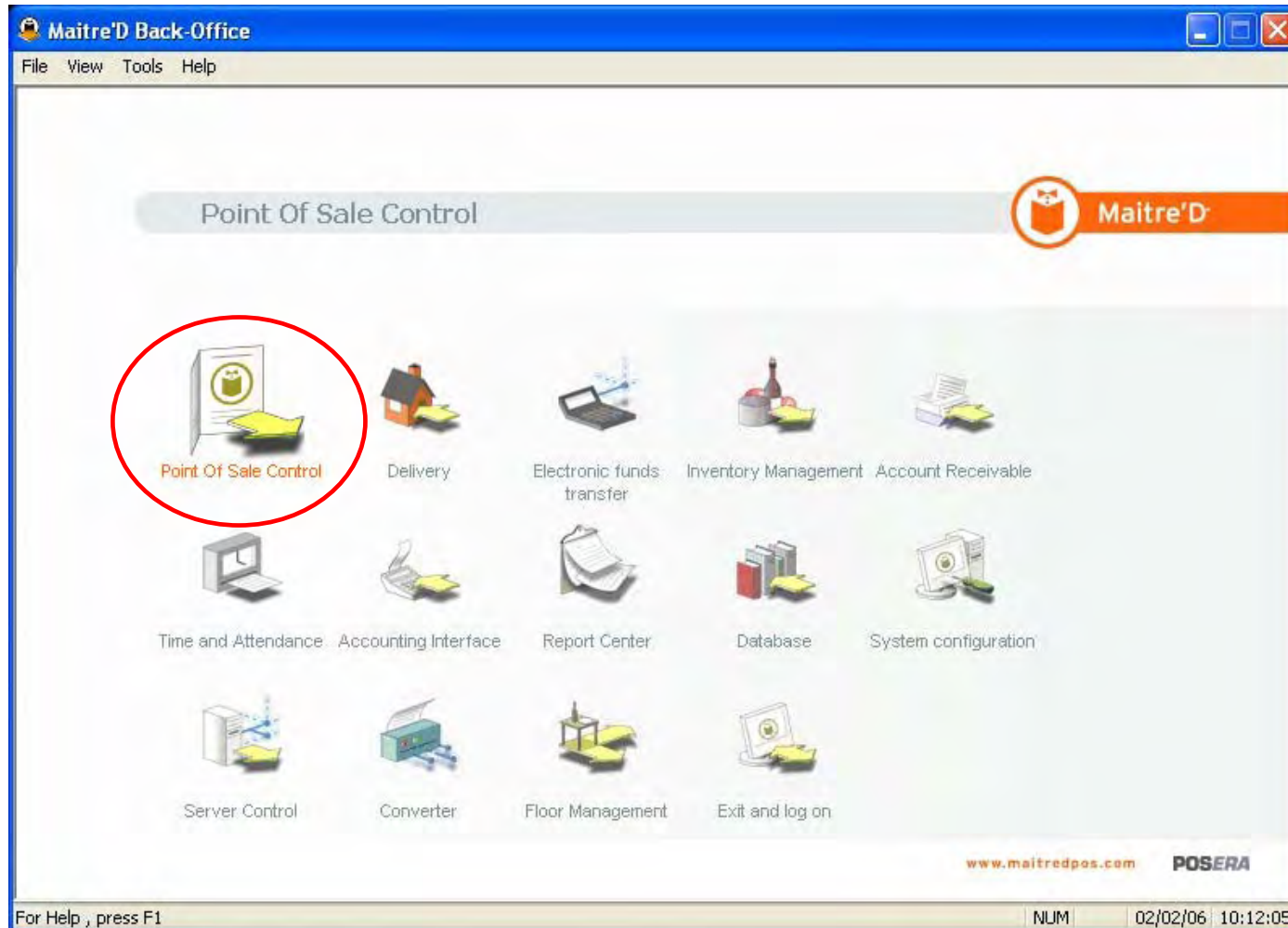
Note: Tips are optional service surcharges added on by guests. Service Charges are similar to gratuities, but are not deducted from the employee reading, as they belong to the restaurant.



Step 1: Gratuity

Click to continue

On the Maitre'D Back-Office screen, click on the P.O.S. Control icon.

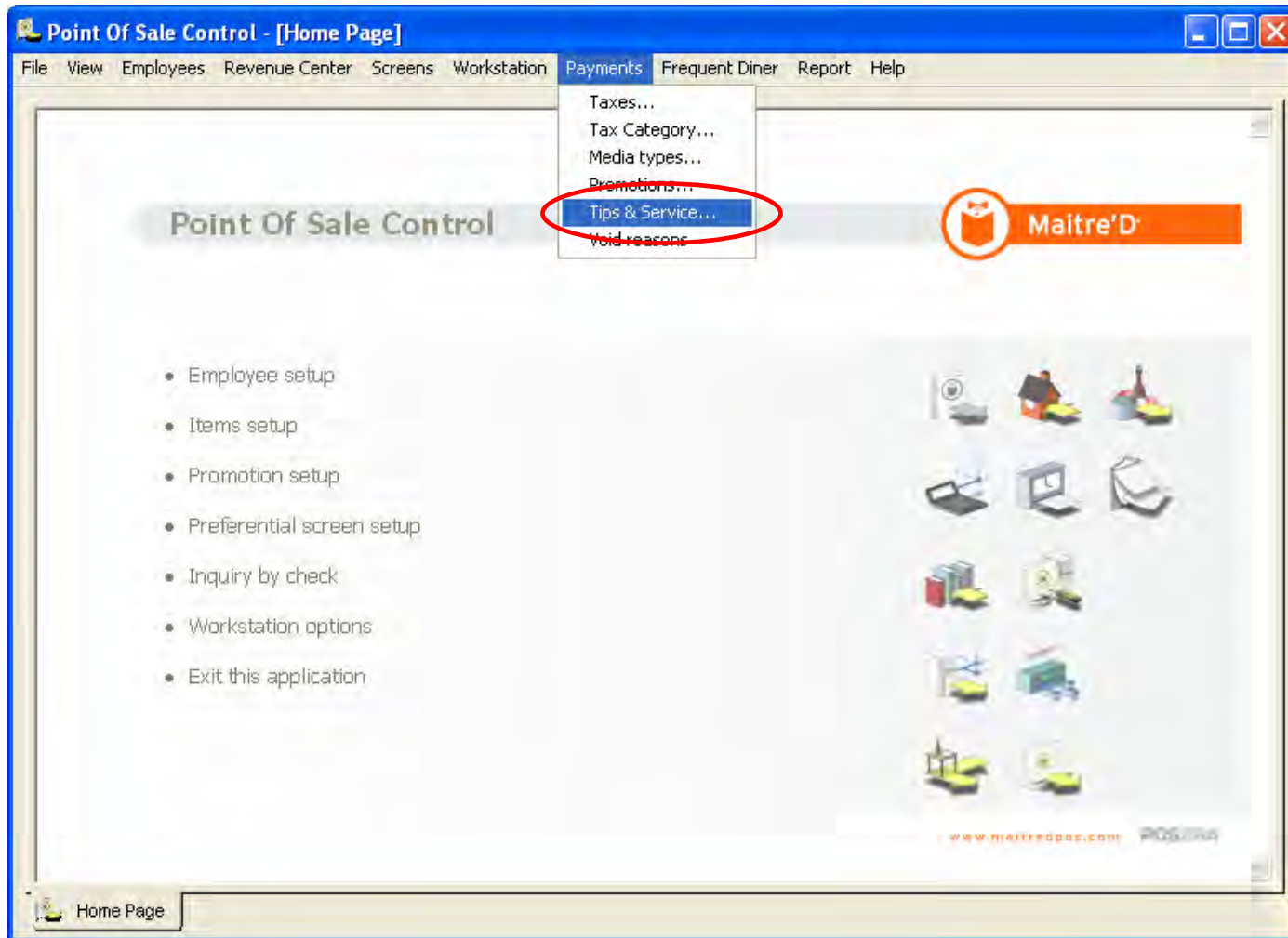




Step 1: Gratuity

Click to continue

Click on Payments, then click on Tips & Services.

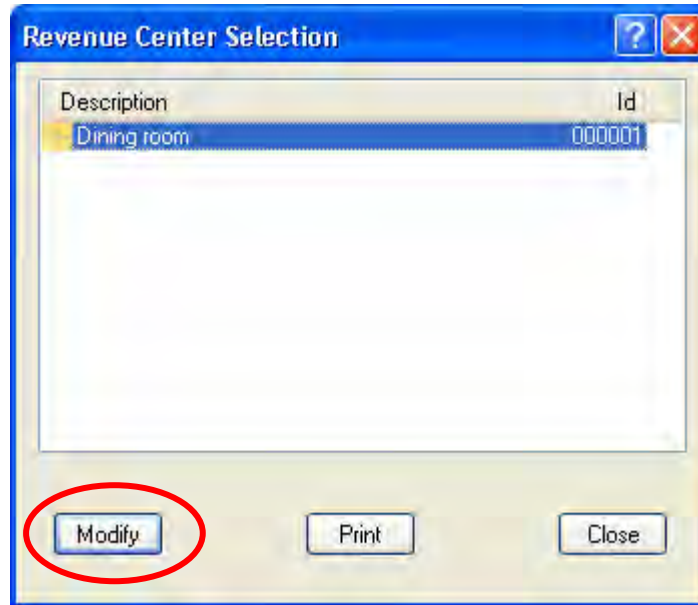




Tips & Gratuity

[Click to continue](#)

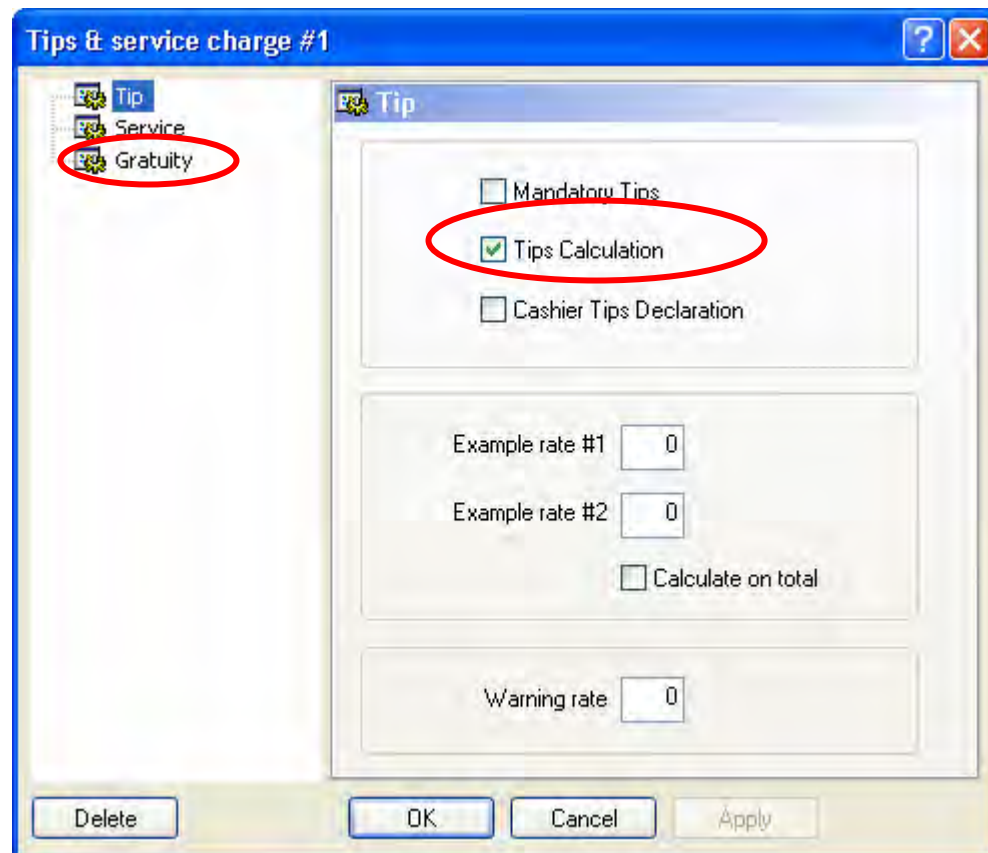
You can have a different Gratuity associated with each revenue center.
Select a Revenue Center the new Gratuity will be applied on, and click on MODIFY.



Select the **Tips Calculation** option to have Maitre'D calculate tips and deduct them from the employee's financial report Net Deposit line.

Other Tip options are used to setup voluntary surcharges added by guests, and will be discussed in the Tips presentation.

Click on **Gratuity**.

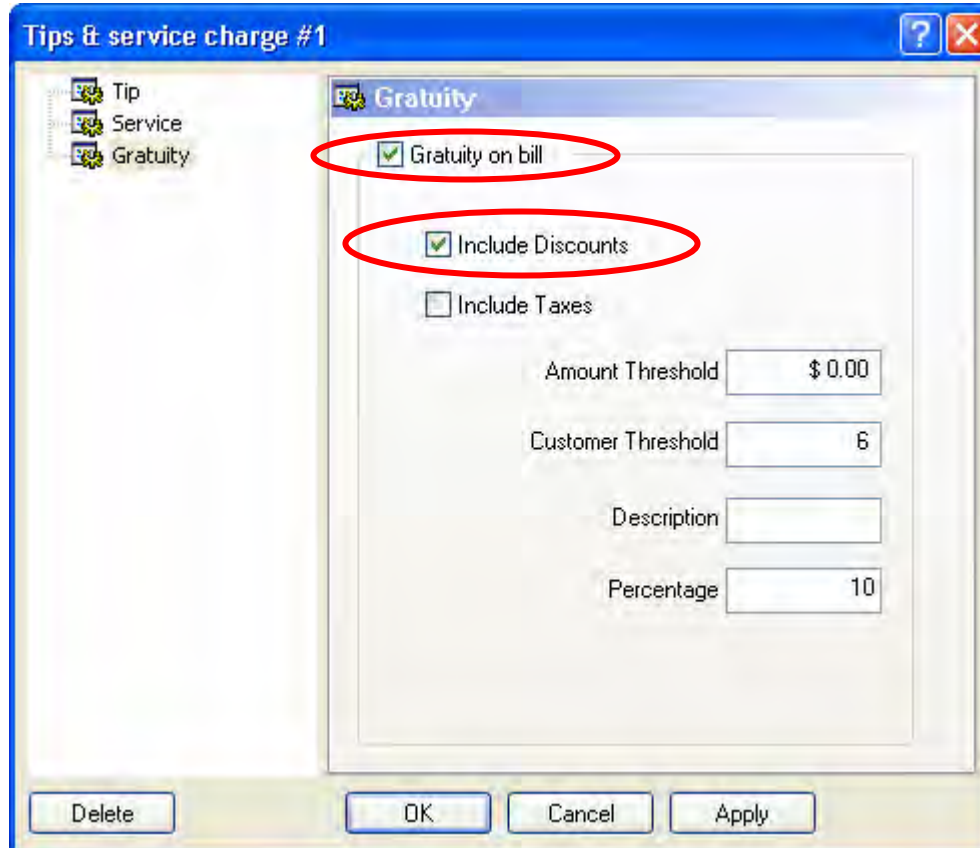


Gratuity

[Click to continue](#)

Enable the **Gratuity On Bill** option to have these mandatory tips automatically added under the check's sub-total, followed by the grand total.

Enable the **Include Discounts** option to have discounted prices included in the calculation of the gratuity.



Tips & service charge #1

Tip
Service
Gratuity

Gratuity

- Gratuity on bill
- Include Discounts
- Include Taxes

Amount Threshold \$ 0.00

Customer Threshold 6

Description

Percentage 10

Delete OK Cancel Apply



Gratuity

Click to continue

If both the Amount and Customer Thresholds are left at zero, the **Gratuity Percentage** entered in the field below will automatically be added to every check of that revenue center.

Tips & service charge #1

Tip
Service
Gratuity

Gratuity

Gratuity on bill

Include Discounts

Include Taxes

Amount Threshold \$ 0.00

Customer Threshold 0

Description

Percentage 18.0

Delete OK Cancel Apply



Gratuity

[Click to continue](#)

An **Amount Threshold** that triggers the addition of a Gratuity can be entered.

A **Customer Threshold** can also be entered. Either one or both will trigger the Gratuity.

The screenshot shows a Windows-style dialog box titled "Tips & service charge #1". On the left is a tree view with "Tip", "Service", and "Gratuity" items. The "Gratuity" item is selected, and its configuration is shown in the main area. The "Gratuity" tab is active, containing several options and input fields:

- Gratuity on bill
- Include Discounts
- Include Taxes
- Amount Threshold: (circled in red)
- Customer Threshold: (circled in red)
- Description:
- Percentage:

At the bottom of the dialog are four buttons: "Delete", "OK", "Cancel", and "Apply".

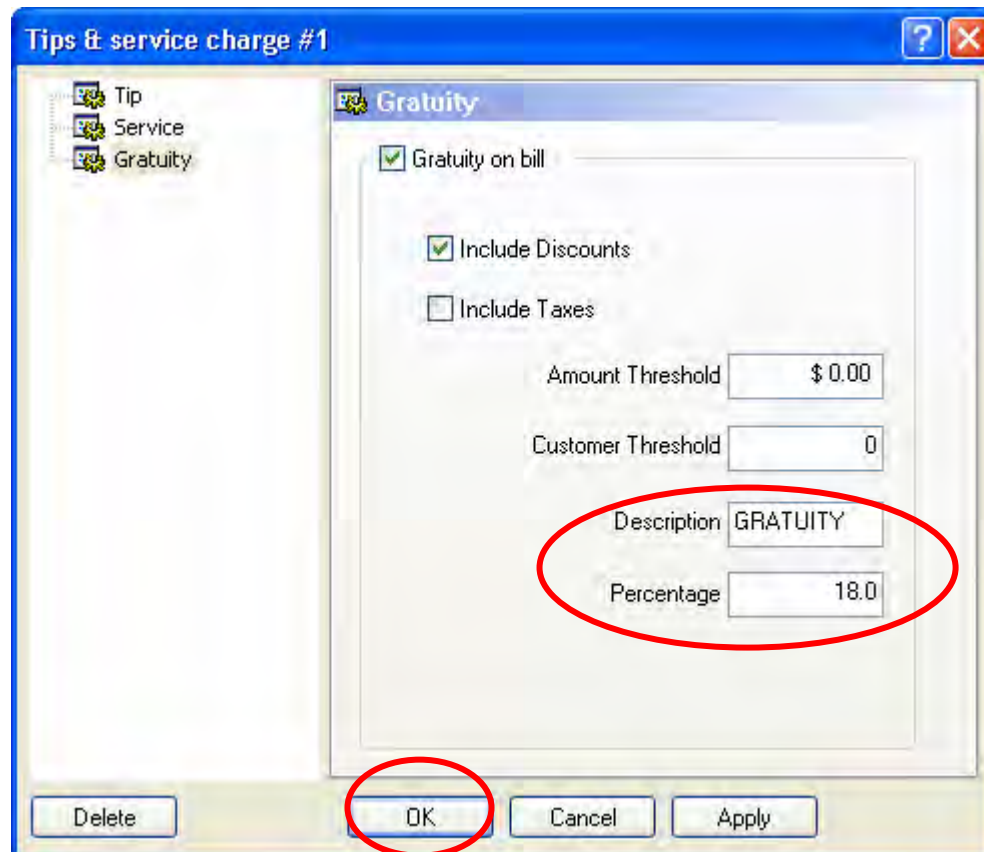
Step 1: Gratuity

Click to continue

Enter a **Description** that appears on the guest's check.

Enter the **Gratuity Percentage** to add to the check.

Click on OK.



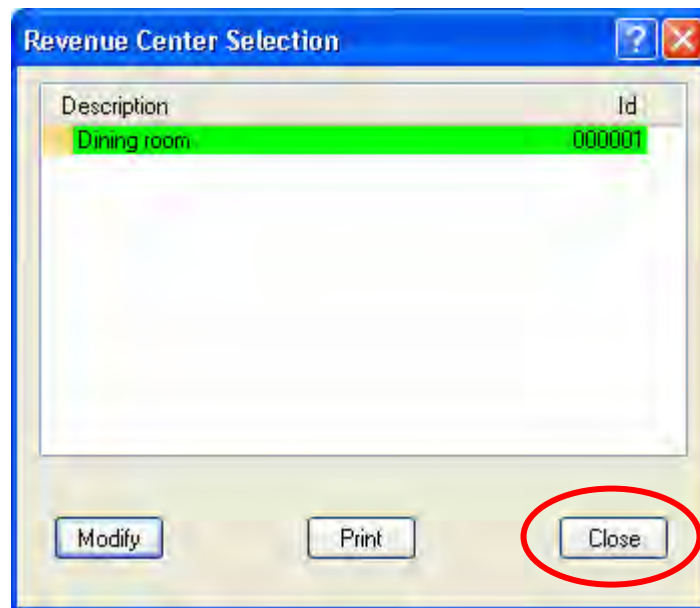
The screenshot shows a Windows-style dialog box titled "Tips & service charge #1". On the left is a tree view with "Tip", "Service", and "Gratuity" items. The "Gratuity" item is selected, and its configuration is shown in the main area. The "Gratuity" tab is active, showing several options: "Gratuity on bill" (checked), "Include Discounts" (checked), and "Include Taxes" (unchecked). Below these are three input fields: "Amount Threshold" with a value of "\$ 0.00", "Customer Threshold" with a value of "0", and "Description" with a value of "GRATUITY". The "Description" field is circled in red. Below the "Description" field is another input field for "Percentage" with a value of "18.0", which is also circled in red. At the bottom of the dialog are four buttons: "Delete", "OK", "Cancel", and "Apply". The "OK" button is circled in red.



Step 1: Gratuity

[Click to continue](#)

Setup the Service options in all Revenue Centers where you want to add Gratuities. Once all Gratuities are setup in all Revenue Centers, click on CLOSE.





This concludes the “Service Charges” presentation.

We hope that this document helped you to understand the steps needed to setup Service Charges in Maitre'D.

Refer to the “Tips” presentation for explanation on guest’s optional service surcharge, and to the “Service Charges” presentation for explanation on mandatory service surcharges that remain with the restaurant.