

SOP: POS System Login and Reservation Review

This SOP details the **POS system login and reservation review** process to ensure secure access and accurate management of reservations. It covers user authentication protocols, step-by-step login procedures, verification of user credentials, navigation to the reservation review module, methods to check and update reservation details, and guidelines for handling discrepancies. The objective is to maintain data integrity, enhance customer service, and streamline operational efficiency within the point-of-sale environment.

1. Scope

This SOP applies to all staff members who require access to the POS system for the purpose of reviewing and managing reservations.

2. Prerequisites

- Valid user credentials (username and password)
- POS system terminal or authorized access point
- Training on POS system usage (if new)

3. User Authentication Protocols

- Never share login credentials with others.
- Change passwords regularly in compliance with IT policies.
- Immediately report any suspicious login activity to IT support.

4. Step-by-Step Login Procedure

1. Navigate to the POS system login screen.
2. Enter your username in the designated field.
3. Type in your password and ensure accuracy.
4. Click "Login" or press "Enter".
5. Wait for the system to verify your credentials.
6. **If login is successful:**
 - Proceed to the reservation review module.
7. **If login fails:**
 - Retry entering credentials.
 - If failure persists, contact IT support.

5. Navigating to Reservation Review Module

1. After successful login, locate the main menu.
2. Select "Reservations" or equivalent option.
3. Click on "Review Reservations" to open the module.

6. Checking and Updating Reservation Details

1. Search for the reservation by customer name, reservation ID, or date.
2. Click to open the reservation details.
3. Verify the following information:
 - Customer name
 - Reservation date and time
 - Number of guests
 - Special requests or notes
4. If updates are needed:
 - Click "Edit."
 - Make necessary changes and save.

7. Handling Discrepancies

1. Identify the nature of the discrepancy (e.g., incorrect guest count, booking time mismatch).

- 2. Attempt to verify details with the customer, if available.
- 3. Consult with a manager or supervisor when necessary.
- 4. Log the discrepancy and resolution in the POS's notes section.
- 5. If unable to resolve, escalate to IT support or management.

8. Recordkeeping

- Ensure all reservation changes are saved and properly logged.
- Maintain a record of login attempts if possible (for audit purposes).

9. Responsibilities

Role	Responsibility
Frontline Staff	Login to POS, review and update reservations, report discrepancies.
Supervisors/Managers	Oversee reservation management, assist with complex issues, authorize changes if needed.
IT Support	Provide technical assistance for login or system errors.

10. Revision History

Date	Version	Changes
2024-06-18	1.0	Initial SOP released.