

Chapter 10 Outline

Establishing Labor Standards
 Developing a Staffing Guide
Forecasting Sales
 Moving Average Method
 Weighted Time Series Method
 Forecasting for Lodging Properties
Preparing Work Schedules
Analyzing Labor Costs
Revenue Control Systems
 Manual Guest Check Systems
 Point-of-Sale Guest Check Systems
 Accepting Personal Checks
 Processing Credit Cards
 Point-of-Sale Settlement Devices
Revenue Collection
 Server Banking System
 Cashier Banking System
 Protecting Cash after Collection

Competencies

1. Explain how food and beverage managers develop labor standards for service positions. (pp. 375–377)
2. Identify factors food and beverage managers consider when constructing a staffing guide, and distinguish between fixed and variable labor in relation to food and beverage service positions. (pp. 377–380)
3. Forecast food and beverage sales using the moving average and the weighted time series methods. (pp. 381–384)
4. Explain how food and beverage managers use staffing guides to prepare work schedules and analyze labor costs. (pp. 384–390)
5. Describe revenue control procedures for manual guest check systems and for computer-based guest check systems. (pp. 390–398)
6. Distinguish the server banking system from the cashier banking system and explain how managers protect cash after collection. (pp. 398–402)