



## Ciao Software's Back Office Functionality The Power Behind the Simplicity

Ciao's Back Office features are simply the most powerful, flexible and easy-to-use restaurant management tools on the market. Managers now have precise, detailed information available in only a few simple screen touches to help them fine tune food and beverage menu design, pricing changes, and order flow to maximize efficiency and profits. Ciao's Back Office management tools eliminate most of the burdensome paperwork that managers face, freeing them to focus on the customer experience and try new ways to adapt to changing customer demands and expectations.

With Ciao's Back Office tools you can:

- Access back office functions, perform menu maintenance and updates from any terminal - saving time between floor, kitchen and back office
- Combine text and graphics to custom design menu screens – improving server efficiency
- Place up to 100 items on a menu screen – creating faster order entry
- Set up menu items using fixed pricing, pricing by weight (for salad bars), by time (for pool table rental), or other variable (input at time of sale) – eliminating separate accounting
- Set up unlimited price/time triggers for happy hour, lunch/dinner price changes, etc. – minimizing manager time at the computer
- Assign access levels based upon job function – improving system and financial security
- Accept special payment types and discounts such as discount gift cards, discount cards, employee badges, etc. – eliminating the need for secondary accounting systems
- Interface to numerous third party programs including Intuit's QuickBooks, FoodTrak Inventory, ADP Payroll, and others – consolidating your data for one-step reports generation
- Accept bar codes and automatically prompt cashier for items not recognized – speeding up check out in small retail operations
- Accept multiple currencies – eliminating calculation errors in overseas operations
- Manage time and attendance, build/maintain work schedules and interface with clock in/clock out - minimize error, overpayments to staff

[more]



Employees Jobs Labor Groups Termination Reasons

Image Name: Bartender, Server, Hostess, Cook, Manager, Busser, Cashier, Bouncer, Owner, 10, 11, 12, 13, 14

Labor group: Management  
Location: Dining Room  
Screen check format: Dining Room

Timeout: Floor 30, Office 0, Color [Red]

After print options:  
 Display current check  
 Remove check  
 Quit

Beverage requirement:  
 None  
 Warning  
 Compulsory

Close check options:  
 Print  
 Action:  
 Display current check  
 Display balance  
 Quit

Clear when subtotaled  
 Delivery Driver  
 Select only station drawers  
 Force Drops  
 Force Cash Drop at [ ] Warn at [ ]

Rights:  
 ConfigureSystem  
 ConfigureMenu  
 Configure Table Manager  
 SelectRestaurant  
 ExitSoftware  
 EditBlackboards  
 CloseDay  
 ConfigureEmployees  
 EditEmployees  
 ViewEmployees  
 AccessCode  
 PersonalInformation  
 EmploymentStatus  
 Jobs  
 PayRates  
 Skills  
 TimeAttendance  
 TimeManager  
 ApproveClocks  
 EditTimecards  
 EditSchedules  
 DeleteScheduleRequests  
 PickupShifts  
 ViewTimeCard  
 PrintTimeCard  
 ViewSchedule  
 PrintSchedule  
 TakeBreaks  
 ClockIn

Order entry commands:  
 1. Order access  
 2. Tab  
 3. Repeat  
 4. Modifiers  
 5. Split  
 6. Delete  
 7. Quantity  
 8. Table  
 9. Transfer item  
 10. Print

Checkout report options:  
 # of reports: 1  
 Report: Checkout Report  
  
  
 Overtime:  
 Overtime Rule:   
 External ID: [ ]

Buttons: Save, Add, Delete, Print, Help, Cancel

Bottom Bar: Quit, Time Clock, Order Entry, Cashier, Time Cards, Schedule, Reports, Employees, Setup, Menu, Close Day

### JOBS

Ciao uses more than 100 specific settings to control which options are available for a particular employee and the right to use system features. For example, an employee might be able to “Ring Others Checks”, but not “Tender Others Checks”. Ciao also provides a “Force Cash Drop” where self banking servers might end up with several hundred dollars in their pocket.

Reports

Formats Money Printer Restaurant Reporting

Image Name: Checkout Report, Sales Accountability, Daily Report, Disc/Voids Report, Attendance Report, Labor % Report, Cumulative Sales, Payroll By Timecards, Daily Item Count, Weekly Item Count, Cumulative Item, Close Day Reports, Interval Report, CC Report

Type: Activity  
 Security code: 1

Properties

Checkout Report

Screen format: Plain Text  
 Printer format: CheckPrintMed

Format options:  
 Include summary section  
 Include sales and tax section  
 Include payments section  
 Include gratuities section  
 Include detailed payments section  
 Include open check section  
 Include paid outs section  
 Include paid ins section  
 Include tip pool section  
 Include open clocks section  
 Include labor percentage  
 Include missing tips

Filter options:  
 Revenue center: <None>  
 Station: <None>  
 Employee: <None>

Time:  
 Start: [ ] Stop: [ ]

Buttons: Help, Ok, Cancel

Bottom Bar: Quit, Time Clock, Order Entry, Cashier, Time Cards, Schedule, Reports, Employees, Setup, Menu, Close Day

### MANAGEMENT REPORT SETUP:

Ciao provides hundreds of options for customizing reports to meet specific management needs. The Checkout Report shown here, for example, can be run for a particular employee, timecard, or revenue center and can include all the payments and tip details.