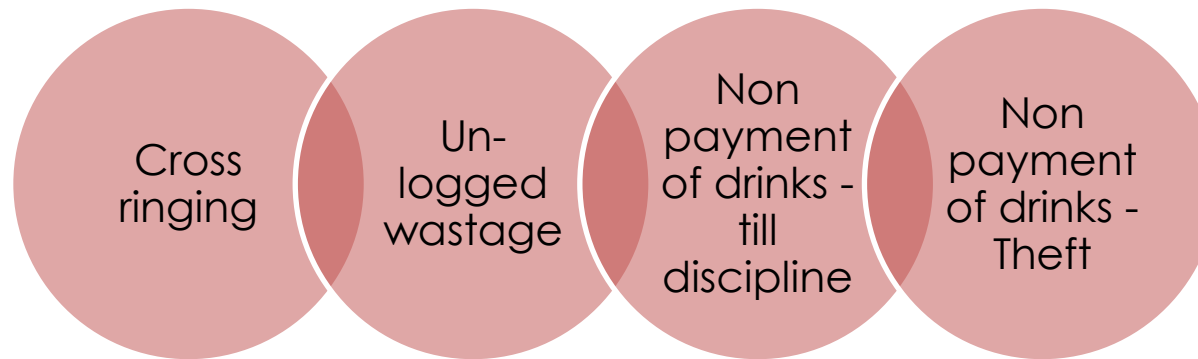
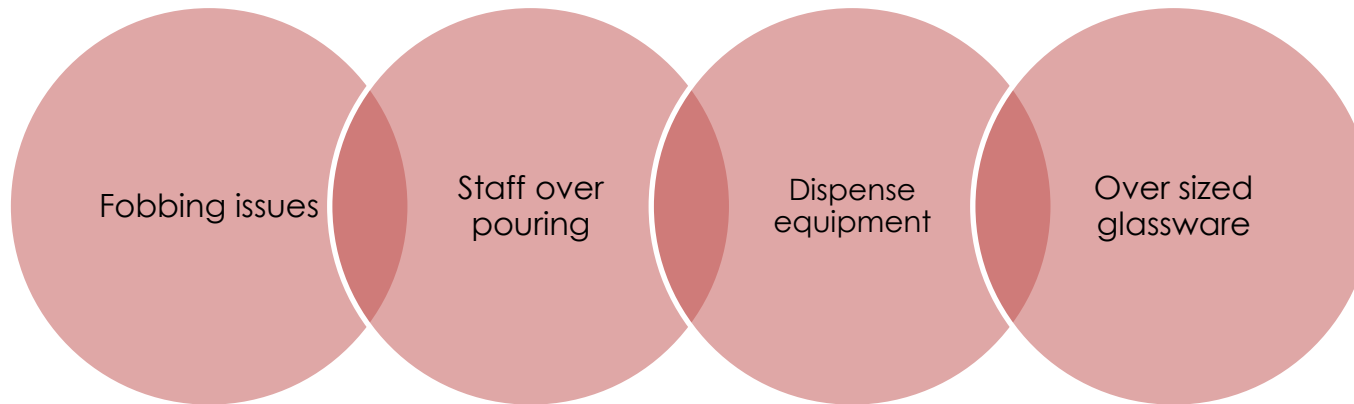


 **Till Yield**



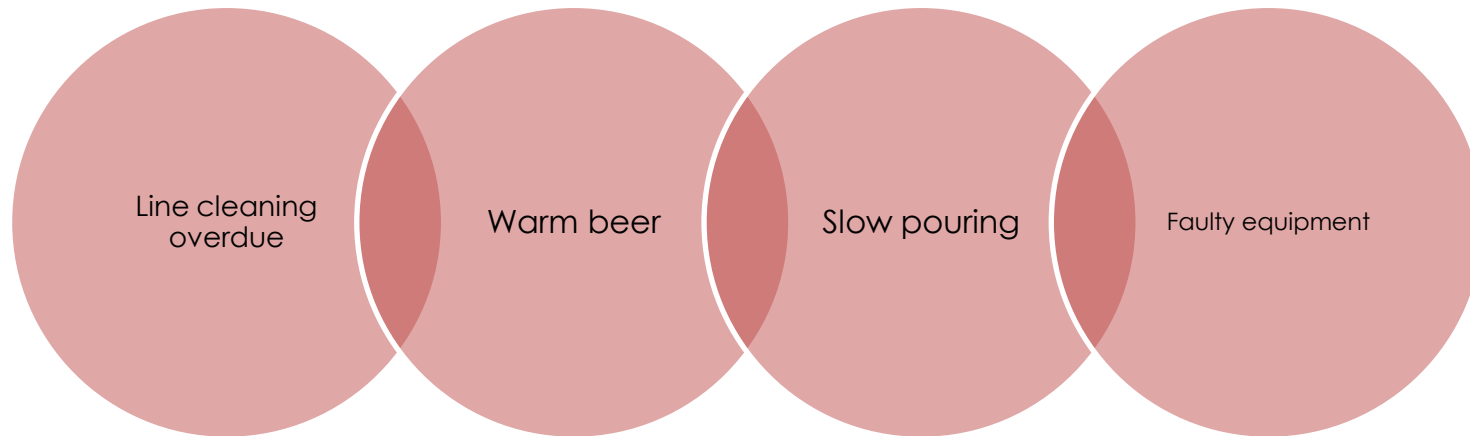
- Find out when it is happening. Use 'Yield' tab and click on Till Yield graphs for hourly views.
- Can you see a pattern against staff rota?
- Is another product in surplus at the same times indicating cross ringing?
- Formulate an action plan with targets for reduction – week on week.
- Discuss and share the reports with staff.
- Target staff to reduce Till Yield losses.
- Provide additional training on till discipline if necessary.
- Wait until the iDraught team have audited line cleaning days before viewing till comparison data.
- Check individual pours to ensure automated drinks actions are accurate in the 'Per Pour' Tab.

Pouring yield



- Find out when it is happening. Use 'Yield' tab and click on pouring yield graphs for hourly views.
- Is it linked to quality? Are products with poor pouring overdue a clean or running too warm? Use the quality pages to assist you.
- Are gas pressures correct? Call Technical Services if a problem is identified.
- Can you see a pattern against staff rota?
- Is it only certain products? Do they use oversized glassware or are they difficult to dispense?
- Is further training required?
- Formulate an action plan with targets for reduction – week on week.
- Discuss and share the reports with staff.

 **Quality**



- Increase the frequency of line cleaning to match the specification set out on the 'Cleaning' tab. Ensure that the line cleaner dosage is in accordance with manufacturer's specification.
- Allow between one and two days for beer to reach cellar temperature after delivery, especially in extreme weather conditions.
- Are gas pressures correct? Call Technical Services if problem identified.
- Top up the water level in the remote cooler to ensure coverage of cooling coils, under-counter cooler - Monitor glycol levels on split units.
- Ensure the cellar is at the correct temperature (11-13°C)
- Check your fault finder for other common issues.