

## Tilled yield

### Best practice

After all the hard work of ensuring the customer receives the perfect pint, the last thing anyone wants is to give that product away for free or at the incorrect price!

Till deficits don't always mean you have a theft issue, it maybe the product has been cross rung, it may have been poor till discipline or it may have been un-logged wastage e.g. kitchen use/incorrect drink poured.

Using iDraught you can now match the drinks poured to those tilled, any discrepancies will be immediately visible, and this enables you to engage the issue with your staff with all the information you need.

#### Tips:

1. Find out when it is happening. Use 'Yield' tab and click on Till Yield graphs for hourly views.
2. Can you see a pattern against Staff rota?
3. Is another product in surplus at the same times indicating cross ringing?
4. Formulate an action plan with targets for reduction – week on week.
5. Discuss and share the reports with your staff.
6. Target staff to reduce any till yield losses.
7. Provide additional training on till discipline if necessary.