

Counter staff guide — punch card

Restaurant: [restaurant name]

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WITH THE BILL — TELL THE CUSTOMER THIS

"We run a punch card at [restaurant name] — a stamp on every visit. [how many visits] and [what they get] is free."

Show them the counter card — the same reward and count are printed on it.

THEN, IN THIS ORDER

1 "Hold your phone on the orange circle for 2–3 seconds — the stamp lands."

The back of the phone faces the card. The end with the camera is the end that must meet the circle — that is where NFC sits on most phones. When their screen says **"Punched · 1 / [visits]"**, it is done.

2 Nothing happens — "Switch NFC on in Settings, then hold it there again."

On an iPhone there is nothing to switch on — go straight to step 3.

3 Still nothing — "Scan the QR on my screen, sign in, and the code fills itself in."

They can also type it — the 6-digit code is on your screen. The screens are on page 2.

IF A CUSTOMER ASKS FOR "THE 6-DIGIT CODE"

That line is printed on the counter card itself — it means their phone did not tap. Go straight to step 3 above.

IF A CUSTOMER DOES NOT WANT TO SIGN IN

"You have to sign in when you claim the reward anyway — it has to be verified. Do it now and the stamp lands at the same time."

If they still would rather not — have them tap anyway. The tap is recorded, and the stamp lands by itself the day they sign in.

The 6-digit sign-in code arrives on their own phone. The counter code stays on your screen — they are two different codes.

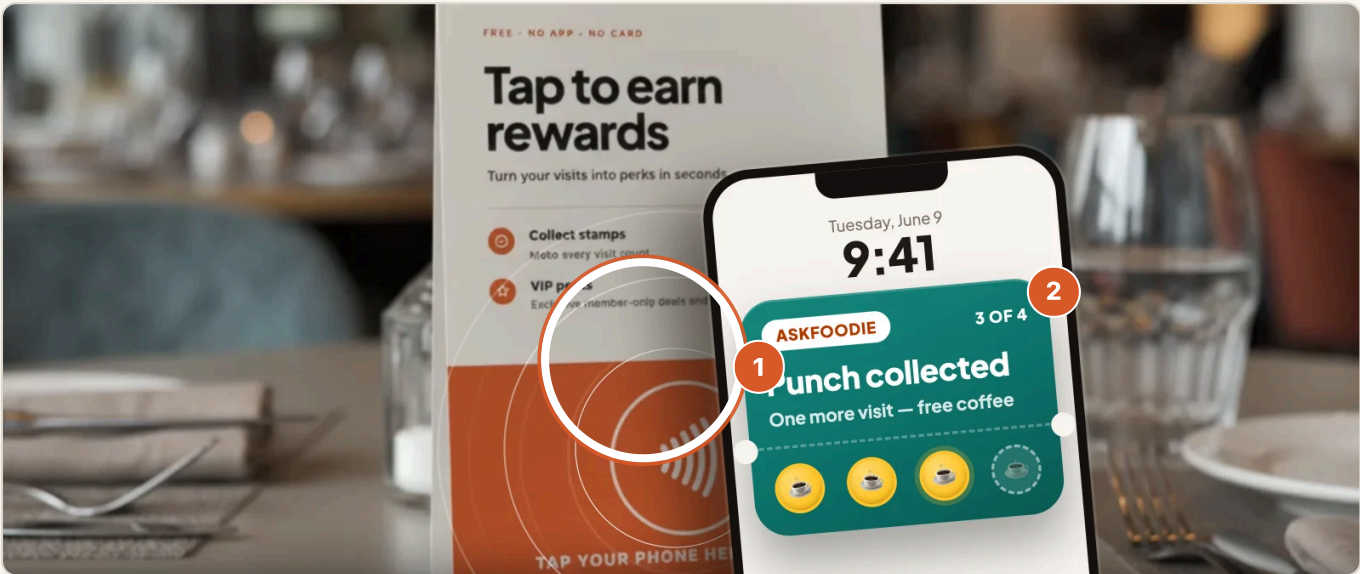
IF IT STICKS

It says the code is wrong	The code changes every minute — have them type the new one off your screen.
There is no code box at all	They are not signed in. Sign them in first.
It says the stamp is already done	One stamp every 6 hours. If they come back in the evening or the next day, it lands again.
There is no internet	Nothing is recorded without it. Put them on the restaurant wifi, then tap again.

Where the phone goes, where the code comes from

Restaurant: [restaurant name]

1 · PHONE ON THE ORANGE CIRCLE — THAT IS THE WHOLE THING



1. The customer holds their own phone on the orange circle — 2–3 seconds, held still.

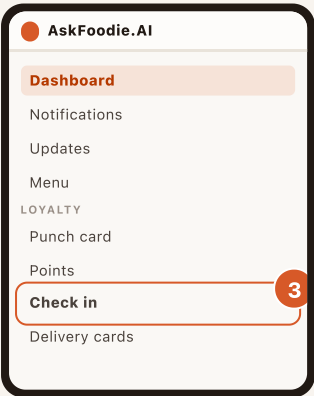
NFC is usually **near the camera** — so that end of the phone is the end that must meet the circle. The bottom end will not read.

2. The stamp appears on their screen — that means it worked. Nothing appears on yours.

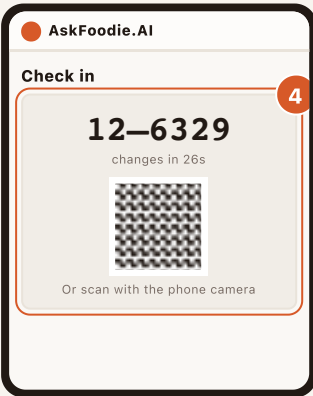
They hold their own phone — do not take it. The phone should be unlocked; there is nothing to open first. If the case is very thick, take it off and try again.

2 · IF IT WILL NOT TAP — WHERE THE CODE IS, AND WHERE THEY TYPE IT

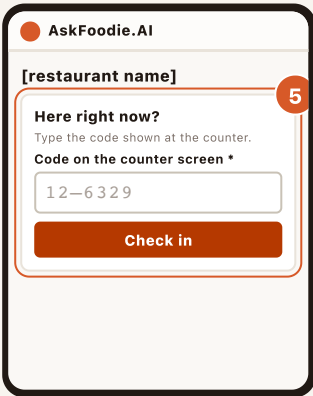
THE SCREENS BELOW ARE EXAMPLES ONLY · THE CODE CHANGES EVERY MINUTE



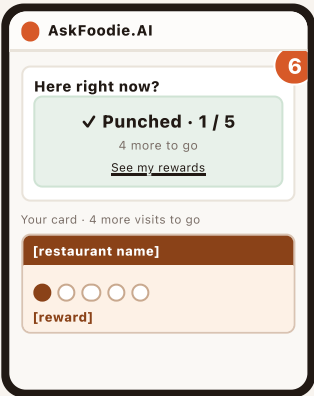
Menu → Check in
Your own screen, under Loyalty



Turn this screen around to them
They scan the QR, or type the 6 digits



They type it here, on their phone
Signed in first, or this box is not there



“Punched” means the stamp landed
It appears on their phone, never on yours

Worth knowing — every staff member has their own code, so give the one on your own screen. If a tablet is left open on the counter, the code is already showing on it — just turn it around.

Giving a reward — once the card is full

Restaurant: [restaurant name]

THE RULE THAT MATTERS MOST

You say yes first — only then is “Use it now” tapped.

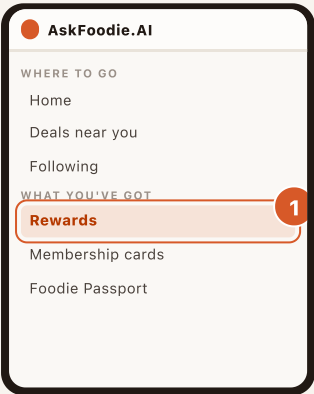
Nothing is spent until that button is tapped. So “not today, sorry” costs nothing — the reward stays exactly where it was.

The button is on their phone. They tap it, or you tap it in front of them — but only after your yes.

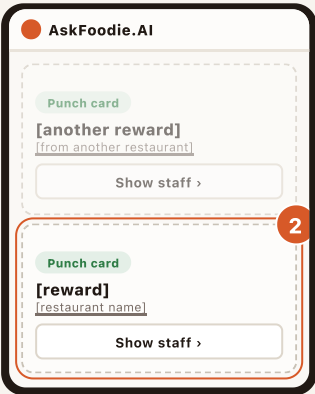
The green screen is the proof. No green screen, no reward used.

THIS IS WHAT HAPPENS ON THE CUSTOMER’S PHONE

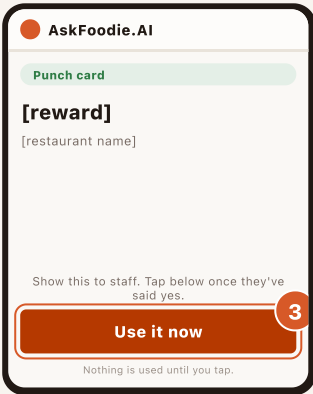
THE SCREENS BELOW ARE EXAMPLES ONLY



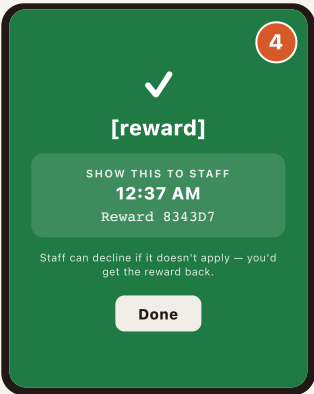
Menu → Rewards
Their own menu, not yours



On the reward they want — “Show staff”
The list holds rewards from other restaurants too — check the name and the date



This is tapped after your yes
Stop here and check the reward is really yours



Green screen = the reward is used
The number and the time are right there

AFTER THE GREEN SCREEN — THE REST IS YOURS

Give them the free item. All the app says is that the reward went through — handing it over, telling the kitchen, taking it off the bill, that is staff work.

To match it up later, the same number (8343D7, say) is listed under “Rewards used today” on Activity.

IF IT STICKS

You cannot honour it today

Say so plainly — do not let them tap “Use it now”. The reward stays with them.

It was tapped by mistake

On Activity → “Rewards used today”, press **“Give back”** on that row — the reward returns to the customer. This works until the end of the day.

Two rewards in one visit

One reward every 3 hours. The second one next time.

Nothing is showing under “Rewards”

The card is not full yet, or they are signed in on a different account.