



## Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: [apply@aatikd.co.za](mailto:apply@aatikd.co.za) · Website: [www.aatikd.co.za](http://www.aatikd.co.za)

### COURSE BROCHURE

# Table Transaction Processing for Restaurants

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 258039 · NQF Level 3 · 4 Credits · 1 Day

## COURSE OVERVIEW

This course equips restaurant staff with the skills to process table transactions accurately and efficiently, ensuring customer satisfaction and compliance with financial procedures. Learners will master point-of-sale systems, handle various payment methods, and manage billing discrepancies in a fast-paced hospitality environment.

|                 |                                                  |
|-----------------|--------------------------------------------------|
| Category        | Services                                         |
| Subfield        | Hospitality, Tourism, Travel, Gaming and Leisure |
| Unit Standard   | 258039                                           |
| Accreditation   | SAQA Accredited · NQF Level 3 · 4 Credits        |
| Duration        | 1 day                                            |
| Training Method | Online, On-Campus, In-House                      |
| Certificate     | Issued via AATICD LMS – verifiable online        |

## LEARNING OUTCOMES

- Apply correct procedures for opening, maintaining, and closing table accounts using a point-of-sale system.
- Process various payment methods including cash, credit/debit cards, vouchers, and mobile payments accurately.
- Handle billing adjustments, discounts, and split bills in compliance with restaurant policy.
- Reconcile daily transaction records and identify discrepancies for resolution.
- Demonstrate professional communication with customers regarding billing inquiries and payment processes.
- Ensure data privacy and security when handling customer payment information.

## WHO SHOULD ATTEND

- Waitstaff, cashiers, and front-of-house supervisors in restaurants, cafes, and bars who are responsible for processing customer payments and closing out table bills.

## COURSE OUTLINE

### Day 1: Table Transaction Processing Fundamentals

- Introduction to table transaction processing and its importance
- Components of a restaurant transaction: order taking, item modification, splitting bills
- Point-of-sale (POS) system basics: hardware, software, and user roles
- Order entry procedures: capturing items, special requests, and table management
- Payment processing: cash, card, voucher, and mobile payments
- Billing and receipt generation: itemised bills, discounts, and gratuities
- Security and compliance: PCI DSS, data privacy, and fraud prevention
- Troubleshooting common transaction issues and error resolution

## ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **4 NQF credits** at **NQF Level 3**.

## PRICING (PER DELEGATE, EX-VAT)

| Delegates | Training Method      | Price per Delegate | Total       |
|-----------|----------------------|--------------------|-------------|
| 1         | Online               | R 12,800.00        | R 12,800.00 |
| 1         | In-House             | R 16,600.00        | R 16,600.00 |
| 1         | On-Campus (Pretoria) | R 19,200.00        | R 19,200.00 |

## UPCOMING SESSIONS

| Start       | End         | Method    | Venue                  |
|-------------|-------------|-----------|------------------------|
| 11 Aug 2026 | 11 Aug 2026 | On-Campus | Dubai, UAE             |
| 12 Aug 2026 | 12 Aug 2026 | On-Campus | Pretoria, South Africa |
| 13 Aug 2026 | 13 Aug 2026 | On-Campus | Abu Dhabi, UAE         |
| 14 Aug 2026 | 14 Aug 2026 | On-Campus | Durban, South Africa   |
| 14 Aug 2026 | 14 Aug 2026 | On-Campus | Mauritius              |
| 17 Aug 2026 | 17 Aug 2026 | On-Campus | Harare, Zimbabwe       |
| 17 Aug 2026 | 17 Aug 2026 | On-Campus | Dubai, UAE             |
| 18 Aug 2026 | 18 Aug 2026 | On-Campus | Pretoria, South Africa |

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

## HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit [www.aaticd.co.za](http://www.aaticd.co.za), open the page for this course (Unit Standard 258039) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to [apply@aaticd.co.za](mailto:apply@aaticd.co.za) – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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