



# HOW DO I TEACH MY SERVERS ABOUT THE RECEIPT MESSAGE?

ORLA has developed a “Server Guidance” handout you can give directly to your servers that explains the receipt message. You can use that as a guide to have a conversation with them. You can also share a video with employees that explains the project more at [OregonRLA.org/receipt-message](https://OregonRLA.org/receipt-message).

If you’d like an ORLA representative to come to your restaurant and speak to your staff, just let us know.

## WILL SERVERS REQUIRE TRAINING BEYOND JUST A CONVERSATION?

We’ve worked hard to keep this process as simple as possible for restaurants, and we’ve learned that servers understand the message easily once it’s explained to them. Depending on how you choose to spread the message, you may have to tell them just a little bit more. For example:

### IF YOU’RE USING CARDS INSIDE CHECK PRESENTERS:

- You should let servers know to check to be sure you have enough cards
- Check to be sure they remain in good condition while inside the check presenters
- Order more through ORLA if you run out! They’re free!

### IF YOU’RE USING POSTERS TO DISPLAY THE MESSAGE:

- Be sure they stay in good condition
- Order more through ORLA if you need them. They’re free!

### IF YOU’RE JUST KEYING THE MESSAGE INTO YOUR POS SYSTEM:

- In this case, there’s nothing to display or re-order.
- Be sure the message reads exactly as follows:  
**“Nationally, an average of 95¢ of every dollar restaurant customers spend goes into our food, employees, and place. Come again!”**

## HOW DO WE ANSWER QUESTIONS FROM CUSTOMERS?

This message was extensively focus-group tested and most consumers had a positive reaction to it. Once it was tested in restaurants, very few customers had questions. However, we would still like to arm your servers with information, just in case a customer has a question. See the “Server Guidance” handout for more information!

If you have any questions for ORLA, don’t hesitate to reach out to our Director of Government Affairs, Greg Astley, at [Astley@OregonRLA.org](mailto:Astley@OregonRLA.org) or call 503.851.1330. Thank you for your help in supporting the Oregon restaurant community!