
Front End Training Guide - Servers



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Clocking In/Out



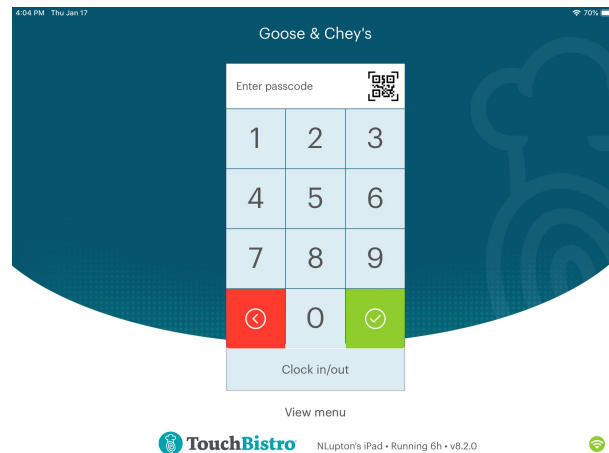
This is where your staff can clock in and clock out for anyone using TouchBistro.

How to Clock In/Out:

- Punch in your passcode (unique to each staff member) and select the green button to clock in
- To clock out, punch in in your passcode and select Clock In/Out
- Follow the step above to punch out for a break and select which break type applies

Tips & Tricks:

- Take 3 fingers and swipe down (in the middle of any screen) to switch users.



Taking Orders (Register)

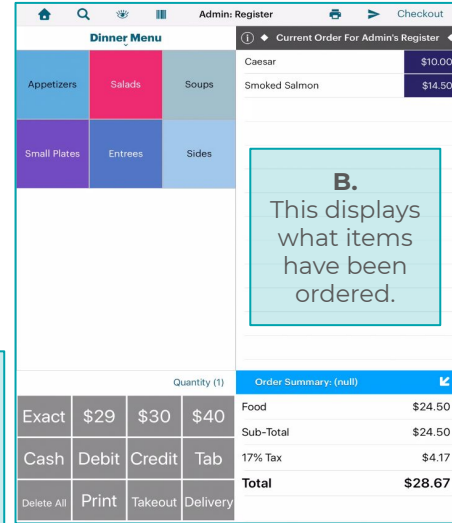


Fast Facts about the Register:

1. This screen is where you place orders for quick service
2. It can only hold one order at a time
3. It is split up into 4 sections:
 - a. Menu Categories/Items
 - b. Orders
 - c. Quick Pay Buttons
 - d. Order Summary

A.
Your menu categories and items are on the top left.

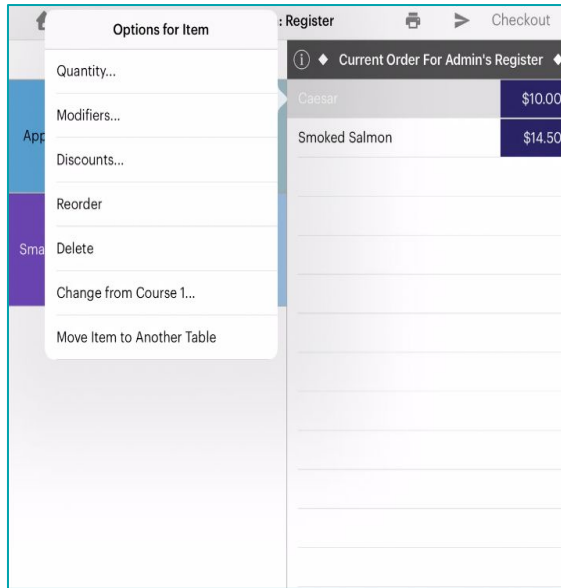
C.
Quick Pay buttons allow you to quickly check out payments



B.
This displays what items have been ordered.

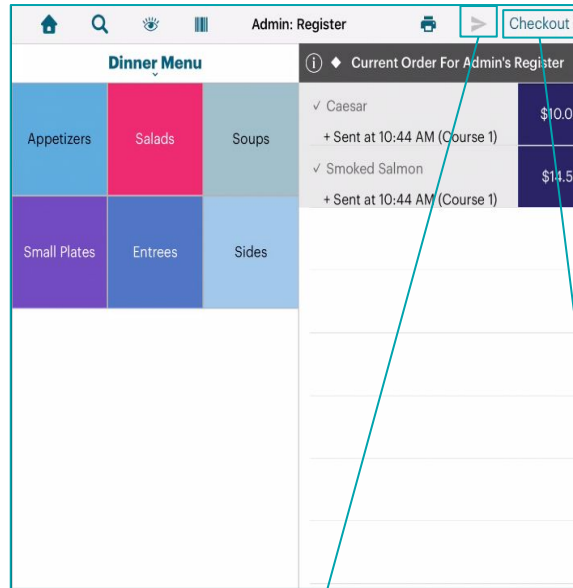
D.
This is a summary of your total order.

How to Take Orders (Register)



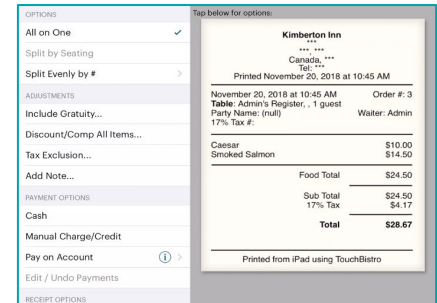
1

Tap on the category and item on the left that the customer would like to order. Once selected, tap on the ordered item for options.



2

Tap the "send" button at the top right to send tickets to the kitchen/bar and record the sale on TouchBistro.



3

Take the customer's payment by using the Quick Pay Buttons or by tapping "Checkout" to access more payment options.



Checkout

Taking Orders (Table Service)



Shared Order for Table:

- When selected, any items in this area will automatically split the costs between the amount of seat numbers

Table & Chair Diagram:

- Add new seats by clicking on the + on the top left
- Click on any seat in the diagram to place an order for this customer
- Swipe from one seat to another (i.e. seat 1 to seat 2) to automatically combine those two seats on one bill
- Tap on the seat again to bring up options to “split from group”

Tips & Tricks:

- If you tap and hold on an item with one finger, the modifier screen will pop up
- If you quick tap an item with two fingers, it will duplicate the item and any modifications applied

The screenshot displays the TouchBistro POS interface for a server. At the top, there are navigation options: Home, Search, View, and Table: 1. The main menu is divided into sections: Drinks, Craft Beer, Lunch, and Dinner. The Drinks section is currently selected, showing items like Hand-Crafted Cocktails (2oz), Non-Alcoholic & Unleaded, Nanton Street Cocktails, Canned Cocktails, Moscow Mules (1oz), Signature Caesars (1oz), Pack Mules (4oz), and Flight Boards. A table and chair diagram is overlaid on the screen, showing a table with 4 seats (1-4) and a central table number 1. A red arrow points to the diagram, indicating the 'swipe to combine seats' feature. The order summary on the right shows a total of \$83.58. The bottom of the screen features a payment and action bar with options like Exact, \$84, \$90, \$100, Cash, Debit, Credit, Tab, No Sale, Print, Takeout, and Delivery.

Item	Price
Chicken Wings	\$15.30
1 Piece Craft Beer Battered Fish And Chips	\$17.80
Village Blonde	\$7.95
The Harvest Burger + Caesar	\$18.10
Raspberry Barrel Mojito (1oz)	\$8.80
Order Summary: 4	
Food	\$51.20
Alcohol	\$16.75
Sub-Total	\$67.95
GST, 5%	\$3.40
Total	\$83.58

Checkout



Options:

Where you can choose how the bill is separated

- All on One
- Split by Seating: Based on what has been ordered per seat
- Split evenly by: Divides the entire bill up by however many people you choose

Adjustments

- Generally only managers are able to apply these, unless permission is given to servers, bartenders or other staff
- Note: Discount/Comp All Items applies to the entire bill

Payment Options

- How the customer has paid
- Non Integrated Payments: Logging a transaction that took place on the non-integrated device
 - NOTE: wait until you receive an approved message on payment processor before logging
- If integrated, Credit Card/Payment Terminal will be highlighted accordingly

Receipt Options

- Prints all bills at once
- Printing one receipt: Tap two times at the bottom right you would like to print > Bill Options > Print



Orders



Orders (found on the top right of the floorplan) give access to four useful tabs:

1. Delivery/Takeout
2. Bar Tabs
3. Seated Tables
4. Closed Bills



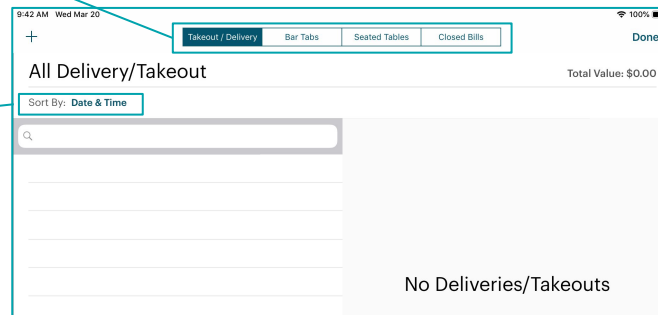
Orders



Search through each section with options to sort by:

- a. Bill Number
- b. Date & Time
- c. Order Number
- d. Table Name
- e. Waiter

Sort By: **Date & Time**



Working with Orders



Delivery/Takeout, Bar Tabs and Seated Tables

- Creating a new order: press the + in the top left corner and fill in the necessary information
 - Starting a new seated table can only be done from the floorplan
- To open an existing order, tap on Edit Order or simply slide the order to the right
- Tap on the Printer Icon to print all items on one customer receipt
- Tap on More to access additional options for the order

Working with the Closed Bill Section

- Servers will see only their closed bills for the day
- Managers will see all closed bills for the day
- Tap on More to access additional option for the closed bill
- Bills that show “Tips Required” need to be closed here
 - For more information, refer to your Payment Processor Support Guide

The screenshot displays the TouchBistro app interface. At the top, there are navigation tabs: Takeout / Delivery (selected), Bar Tabs, Seated Tables, and Closed Bills. A 'Done' button is in the top right. Below the tabs, the screen shows 'All Delivery/Takeout' with a 'Total Value = \$22.58'. A search bar is present. A list of orders is shown, with one order highlighted: 'Mary Wilson 555-878-3455'. Below the name are 'Edit Order' and 'Admin' buttons. A red arrow points to the 'Edit Order' button. To the right of the list is a detailed receipt for 'TouchBistro Sample Cafe'. The receipt includes the cafe's address, phone number, and the date and time of the order (August 1, 2018 at 3:27 PM). It lists the order number (5868), the party name (Mary Wilson), and the waiter (Admin). The items ordered are a Vegetarian Burger (\$11.99) and Tiramisu (\$7.99). The total is \$19.98, with a sub-total of \$19.98 and tax of \$2.60, resulting in a final total of \$22.58. The receipt also includes a 'Thank You' message and a tip guide: 10%=\$2.00, 15%=\$3.00, 20%=\$4.00. The receipt is printed from an iPad using TouchBistro.