SERP Restaurant Module demo

Preparation before the demo

Add picture with restaurant layout "RestLayout.png" into your SERP Programme folder

In restaurant registers, you will find two bookings for lunch; change the date to today's date.

Create a shortcut in Personal Desktop for Restaurant >> Settings >> Kitchen order screen

Create a shortcut in Personal Desktop for Restaurant >> Settings >> New tables view

Log in wth LD, which takes you immediately to the bar tabs, and start the day.

Introduction

Welcome to this demonstration of Standard ERP's Restaurant module. Let's take a look at a few of the tasks in a restaurant's daily process, such as seating management, taking orders, kitchen preparation, paying the bill, and a few important reports.

Tables View: Taking Orders

First, we will review the Tables View and taking orders.

After logging in, we get a view of the restaurant's tables and their layout.

Tables and seating the waiter can fill are displayed in grey, which currently has vacant seats and a bar tab allocated to Lisa Douglas. Tables allocated to other waiters are displayed in yellow.

Our first customer arrives for lunch, so we'll select a free table.

> **ACTION: Select table 03**

As it is our first customer of the day, we will open a new session. After instructing the system that we're starting work on this machine, all transactions will then be included in the cash up operations: — sales statistics, creating general ledger transactions regarding the operations of the day, cash and other payments received, as well as the day's cash in and out figures.

Table three is, by default, set as having four spaces, but our customer is in a group of three, so we'll select the button "Set Covers" to update to three - and save.
After leaving menus for our customers, we'll give them some time to choose food and drinks.

Now the table is indicated as reserved. The color has changed to green to show it is in use. Here, we can also see how long the customer has been seated.

Let's go back and start taking orders: — select table 3, which will bring you back to the bar tab.

The customer asks for a bottle of wine.

ACTION: Select the button, "Wines", then the wine selected by the customer: Jacob's Creek

We have the option for bottle or glass. Let's choose bottle.

They have also ordered water.

ACTION: Go back to the main screen, select "Soft Drinks", then "Water". Do not select for any specific meal, just proceed.

As they want 2 bottles of water, select the "Water" button again, and the order quantity will increase.

The customer has now requested a waiter as they are ready to order food.

ACTION: Select the "Main" button, then "Meals"

We take their order for 2 carpaccio and 1 prawn cocktail as starters.

ACTION: Select the button "carpaccio", then "Starter" - and proceed. Select "Carpaccio" again, then "Prawn Cocktail" once, - "Starter" - and proceed

The customers have ordered stuffed chicken breast as a main course, with roasted potatoes and tomato salad.

ACTION: Select the options for roasted potatoes and tomato salad, - and paste

Then, a second stuffed chicken breast with rice and green salad.

Finally, a steak. We want the fillet medium rare, so we will select free instruction and write it. Please note, there the option to set this up as a default option as well.

ACTION: Place the cursor on top of the fillet steak, press free instructions, and write "Medium Rare"

Let's send the order to the kitchen. We have two options: - the first being to print Kitchen order, which will print the order to the respective station of the kitchen, meaning the bar will receive drink requests, the grill will see

the meat orders, and so on.

Some restaurants, instead of printers, use kitchen screens. In that scenario, we select the option Kitchen Order to send the order to each station's display - without printing.

Kitchen Orders

ACTION: Select Restaurant settings, then Kitchen Orders Screen

Kitchen orders are available on screens for different stations. If no station is selected, we will see all sessions. Let's select "Meals" in the "Department" field.

Here, we see all meal orders. The color will change according to the time the meal has been waiting for preparation. For example, a seven minute wait will show the color green, twelve minutes is yellow, up to twenty minutes is orange, then it will display red. These colors are defined per department and restaurant.

The intervals for when screens refresh are definable per machine.

The kitchen can prepare orders based on information displayed on the screen. When the kitchen order was created, activity records were also created in the system, - which are accessible in the Task Manager and can be managed by the kitchen coordinator by selecting the Task Type, "ToDo".

ACTION: Open task manager, user JT, task type To do Timed, Open the first activity

The activities have also been CC'd to the restaurant supervisor, the person responsible for all the operations in the restaurant, user BK in our example, so they also have access to all orders.

In the tab alarm, we can see there is an alert set for 10 minutes after the activity was created, keeping the team informed about the kitchen's progress and minimizing the time that the customer is waiting for their order.

ACTION: Open Workflow Overview, view KITCHEN

Another method for the kitchen coordinator to manage all the orders is through the Workflow Overview.

All requests are listed and, as they move through the process, the coordinator adds the respective information: preparation, plating, or available to deliver.

Each task can be moved to the appropriate column with drag-and-drop, - or by double clicking the record and changing the status.

When the order reaches the "To Deliver" status, the kitchen manager can double click and confirm the order is ready to deliver. After it has been delivered, select the "OK" checkbox, - and the kitchen order is considered complete. The order is no longer active and removed from the kitchen order screen.

Tables View: paying the bill

Table number three is now ready to pay their bill. Some restaurants choose to set up a gratuity or service charge to be added automatically. This percentage can be defined per machine. In our example, we have a service charge of ten percent.

Now, we can print the bill for the customer to review. To process the payment, select the "Payment" button to see the available methods.

This customer wants to pay with Visa.

The amount displays for verification. Then we select proceed and the sale is complete as the receipt is printed. Now, the table resets to available for the next customer.

Tables View: customer that waits at the bar

Let's look at another common scenario.

The restaurant is full. - A customer arrives and takes a drink at the bar while waiting for a table. After he orders his drink, select the "Park Tab" button which will allow you to continue servicing other customers.

In the meantime, table four becomes available where you can seat the waiting customer, - and transfer his bar tab.

The drinks order has now been moved to table four.

We also have the option to merge tables so bills can be paid together, or separated as needed.

In this case, we can split row by row by indicating in each row the quantity that should be split, - or split the bill equally into two parts.

Options to amend lines on orders, remove items from bills, or invalidate bar tabs, are all available, - and can be limited to users who have been given proper access rights such as a manager, that has to login to authorize these operations.

End of the day

The day is finished and a few tasks must be completed:

First, we need to count the money in the drawer, which includes payments completed by card. Then, run the cash up reports and update our stock. Usually, these tasks are performed by different users.

Cashier counts are done by the cashier, cash up reports and stock updates completed by a manager with a maintenance routine.

Let's review these three tasks separately, starting with the cashier task.

ACTION: Run the Cash Up report and, at the end of the report, take a note on the amount for cashier per payment mode >> Cashier counts

Open Registers >> Cashier counts

When the day is finished, the money is counted and recorded in Standard ERP.

We will now register the total amount we have in the drawer: this includes cash and the totals per payment method.

We open the cashier count register and create a new one: Standard ERP will fill in certain information automatically: the current machine user, drawer and machine number, date and time.

ACTION: In the matrix, in the "Mode" column, using paste special, select the payment method and enter the amount. Here, you will record the payment methods and amounts found in the Cash Up report. Enter 10 AUD less than what was listed in the report, so, that you can have a difference.

For the purpose of this demonstration, using the "CA" method, or "Cash", we will enter 10 dollars less than what was listed in the report so we can see the discrepancy.

Once finished, simply select the "OK" checkbox, - and save.

Cash up

ACTION: Return to the Navigation Center, open Reports, and select "Cash Up"

The manager checks the Cash Up report. Here you can see the total sales, amount in the drawer, and any discrepancies.

If there are big discrepancies, you can go to the cashier and double check.

Closing the session from the report is optional and can be done simply by selecting the option in the report, - or it can be closed automatically in the next step.

This maintenance routine will post in the Nominal Ledger with all transactions that occurred for each cashier. We can also run the maintenance routine for a specific machine and drawer, as the system shows, or leave these two fields empty.

Standard ERP will close all sessions for all machines and drawers, then post the transactions to the Nominal Ledger.

From the operations menu, we have the option to open Nominal Ledger transactions. We see sales and sales taxes are credited and debited, - undeposited funds for the amount received are shown, along with the loss we had when counting the money.

Stock update

We can set the stock update to occur automatically every night at a specified time. This will prevent stock shortages, accounting for stock depreciations for all items consumed during the day.

For demonstration purposes, we will update the stock manually:

Once we specify the period, - today, for example, - we run the maintenance and we're done. Stock depreciations are not "OKed" by default so stock levels can be confirmed.

Thanks for watching our demonstration on Standard ERP's Restaurant module. - For more information, please contact your local partner.