



User Manual for Waiter Staff

Change Log

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12/05/2015	Version 1.3.0
27/05/2015	Version 1.4.0
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08/03/2018	Version 1.7.9
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2 Support Information

If you have questions about how to use the app, please use this manual or the documentation at <https://epicuri.freshdesk.com/helpdesk>

Otherwise if there are issues with your app please use the contact information below.

2.1 Online

Detailed articles and FAQ's: <https://epicuri.freshdesk.com/helpdesk>

Every main screen within the Epicuri Waiter App also has a link to help pages through the context menu.

2.2 Email

support@epicuri.co.uk

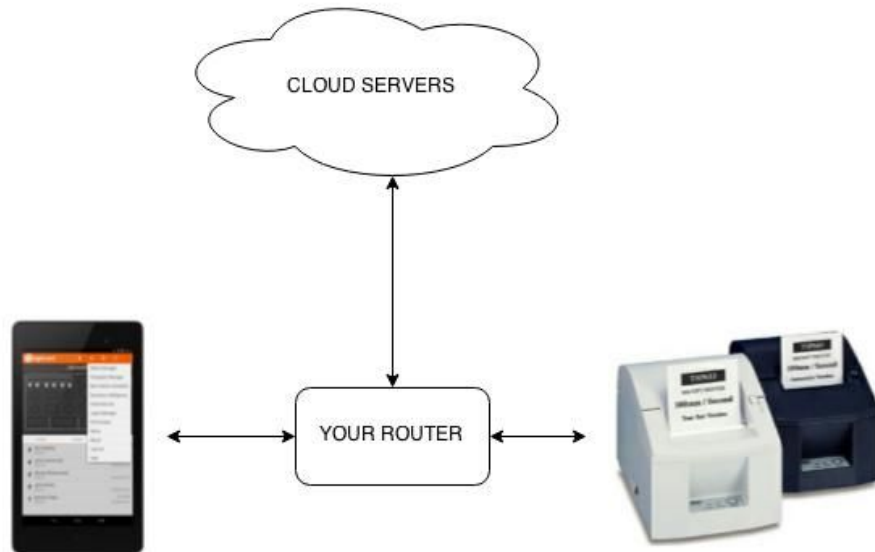
2.3 Telephone Numbers

(UK) +44 203 291 4021

(NL) *Coming soon*

3 How Epicuri Works

Epicuri is a mobile point of sale system, intended primarily for at-table ordering. Restaurant staff use Epicuri on an Android tablet. Orders are transmitted to printers or screens via a router. All the data for Epicuri is held on servers over the internet. A stable internet connection and router is therefore very important for smooth running.



4 Getting into the Epicuri App

4.1 Logging In

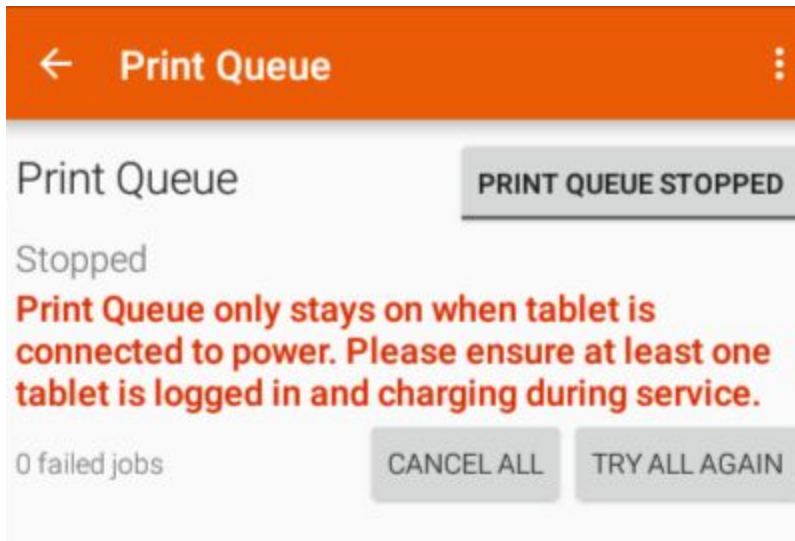
Your manager or Epicuri installer will have set you up on Epicuri with a username and password as well as a PIN number.

The first screen you see on Epicuri is the Login Screen. Use your username and password to get in. Once you've logged in, Epicuri will not ask for your username and password again until you have logged out. However, if the screen switches off or if there is a prolonged period of time of inactivity Epicuri will ask for your PIN.

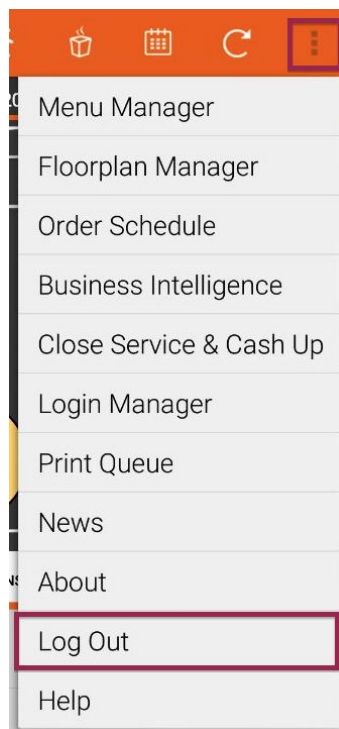
Logging in also requires a restaurant ID - this is a unique ID for your restaurant, which will never change.

4.1.1 Printer Queue

Once you log in Epicuri, ensure that there is always at least one table plugged into charge. This will enable the print queue which collects and print takeaways & self-service orders. The print queue also serves as a backup for any order prints that are not printed directly to the printer.



4.2 Logging Out



5 The Hub View




The Hub View is the “home” screen for Epicuri. It shows you in one quick glance the areas of the restaurant floor that need attention.

5.1 The Floor Plan

- The top half of the screen is colour coded to show you all the occupied and unoccupied tables on the floor.
- Swipe left and right to see the floors or sections of the restaurant.
- Red-coloured tables are tables that need immediate attention - they are behind schedule or have called for service.
- Amber-coloured tables don't need immediate attention, but will go red after a few minutes.
- Green-coloured tables are on time or ahead of schedule.
- Long press on an empty part of the floorplan to toggle on table numbers

5.2 The Actions Tab




- This tab is a list of actions to perform prioritised by most-urgent at the top.
- You can Acknowledge actions (Double tap the item to do this quickly) or postpone them (single tap and choose 'Postpone').

ACTIONS	SESSIONS	UNSEATED GUESTS
	Ask Drinks Order	Due 16:05 A few mins late
	Party of 2, seated on table: 1	
	Seat and take order	Due 16:07 Due in a few minutes
	Party of 2, seated on table: 5	
	Clear Table	Due 16:07 Due in a few minutes
	Party of 2, seated on table: 10	

5.3 The Sessions Tab




- This tab lists all the active “sessions”.
- A “session” is a seated party or a takeaway that is due soon.

- You can click on any one of these rows to see the detail of that session.

ACTIONS	SESSIONS	UNSEATED GUESTS
	John Party of 2, seated on table: 10	Seated at 16:05 In Progress
	Dario Party of 2, seated on table: 1	Seated at 16:05 In Progress
	Mazer Party of 2, seated on table: 5	Seated at 16:06 In Progress

5.4 Unseated Guests Tab

- This tab lists all the guests that have arrived and are yet to be seated.
- Where an unseated party has a tab, this will be shown with a tab icon (credit card in a glass).

ACTIONS	SESSIONS	UNSEATED GUESTS
	Minaxi Party of 3	Arrived at 16:31
	Bijal Party of 2	Arrived at 16:30
	Neelam Party of 2	Tab Started Arrived at 16:30

6 Guest Processing Workflows

6.1 Creating a new Dine-in session

6.1.1 Case 1: Walk-in diner

A party has walked into the restaurant without a reservation and has requested a table. Use 'walk-in' to create the party in Epicuri and allow them to wait for a table or open a tab. If the

party wishes to be / can be seated immediately then 'Quick Seat' is a much faster way to do this (see 6.1.5)

Step 1: Click on the Walking Person icon



Step 2: Enter details of the new party

The image is a screenshot of a mobile app form titled 'Receive a new party' in blue text. The form has a light gray background and a dark border. It contains the following fields and options:

- 'Name of the party' with a text input field containing the text 'Patel'.
- 'Number in party' with a group of radio buttons for 1, 2, 3, 4, 5, and 6. The radio button for '2' is selected (filled with blue).
- 'Other:' with a text input field containing the number '2'.
- 'Epicuri ID' with a text input field containing the text 'No epicuri account attached'.

At the bottom of the form are two buttons: 'Cancel' on the left and 'Add Party' on the right.

Step 3: The party is automatically selected when created in the Unseated Guests tab, ready for seating. To seat a different party simply select another party in 'Unseated Guests'.

✓

DONE

SEAT PARTY

START TAB

⋮

Zone 1 (20)

Zone 2 (14)

ACTIONS

SESSIONS

UNSEATED GUESTS

	Patel Party of 2	Arrived at 11:50
	Carter Party of 2	Arrived at 11:48
	Smith Party of 4	Tab Started Arrived at 11:47

Step 4: Select the table where the party will be seated

✓

DONE

SEAT PARTY

START TAB

⋮

Zone 1 (20)

Zone 2 (14)

ACTIONS

SESSIONS

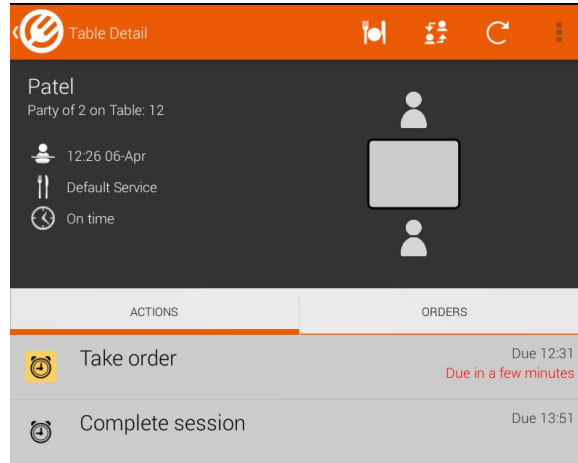
UNSEATED GUESTS

	Patel Party of 2	Arrived at 11:50
	Carter Party of 2	Arrived at 11:48
	Smith Party of 4	Tab Started Arrived at 11:47

Step 5: Click the Seat Party Icon



Step 6: You will be automatically taken to the Table Detail screen



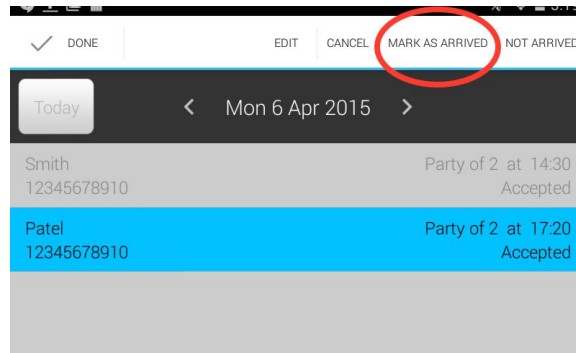
6.1.2 Case 2: Reservation

A party has walked into the restaurant with a reservation.

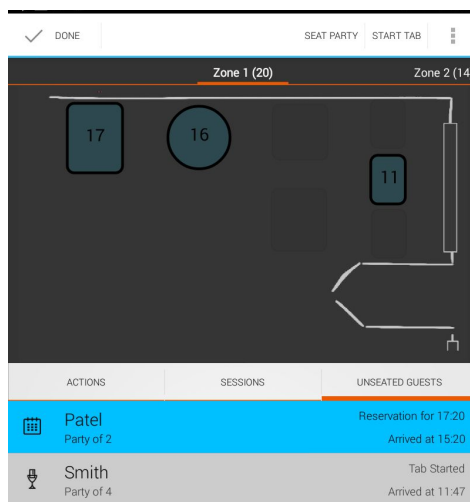
Step 1: Click the calendar icon to go to the reservation list.



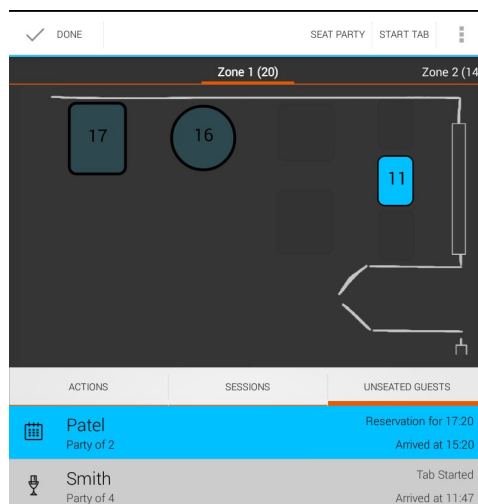
Step 2: From the reservation list click on the relevant reservation and click the “Mark As Arrived” Icon.



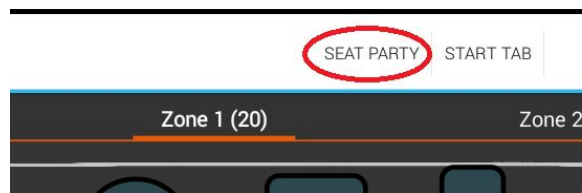
Step 3: Party is automatically selected when created in the Unseated Guests tab.



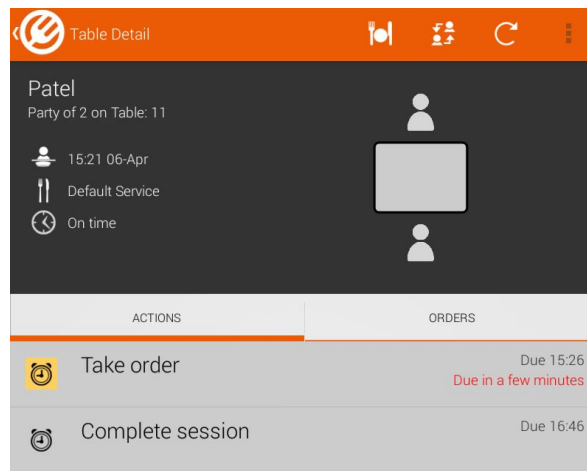
Step 4: Select the table where the party will be seated.



Step 5: Click the “Seat Party” Icon.



Step 6: You will be automatically be taken to the Table Detail screen.



6.1.3 Case 3: Creating a tab

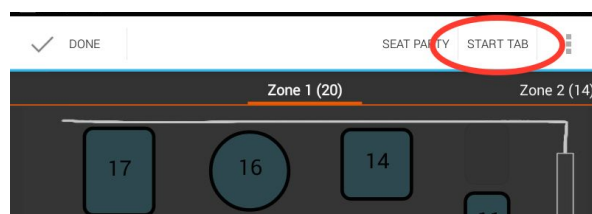
Someone has walked into the restaurant with **or** without a reservation but would like to start a tab before being seated.

Create the party (as described in cases 1 and 2 as appropriate) so that they are in the Unseated Guests tab.

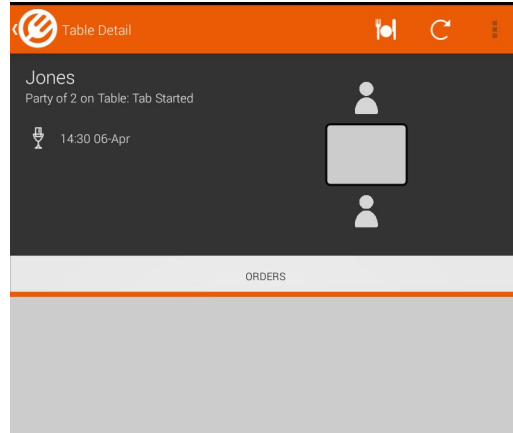
Step 1: Select Party from Unseated Guests Screen.



Step 2: Click on the Start Tab icon



Step 3: You will be automatically be taken to the Tab Detail screen

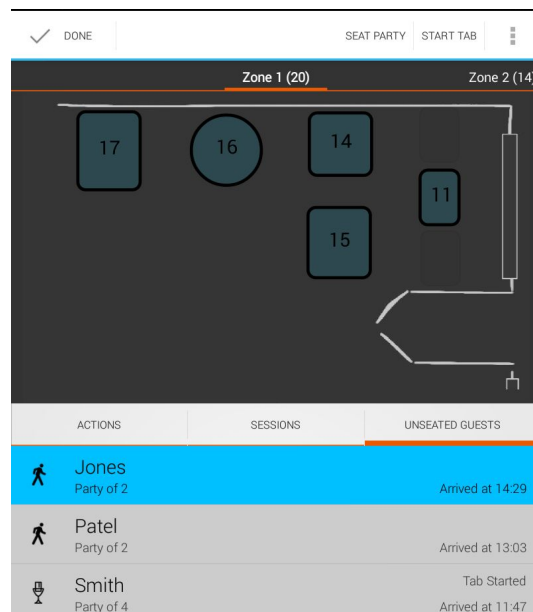


6.1.4 Case 4: Seating Guests on Multiple Tables

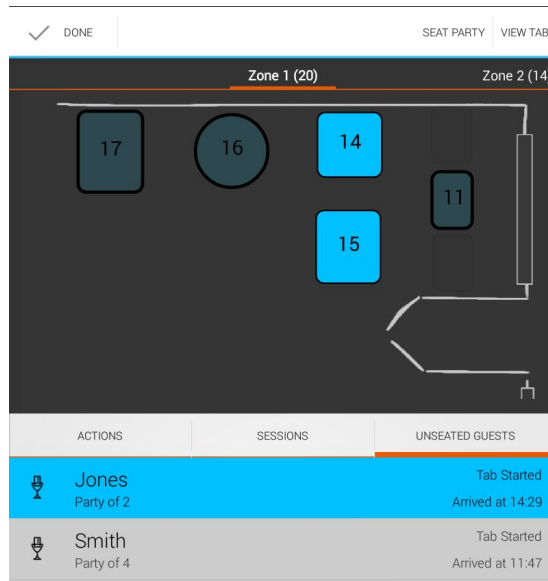
A large party has walked into the restaurant with **or** without a reservation but needs to be seated on multiple tables.

Create the party (as described in cases 1 and 2 as appropriate) so that they are in the Unseated Guests screen.

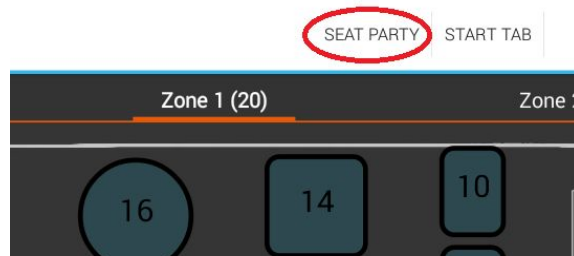
Step 1: In the Unseated Guests screen select the relevant party



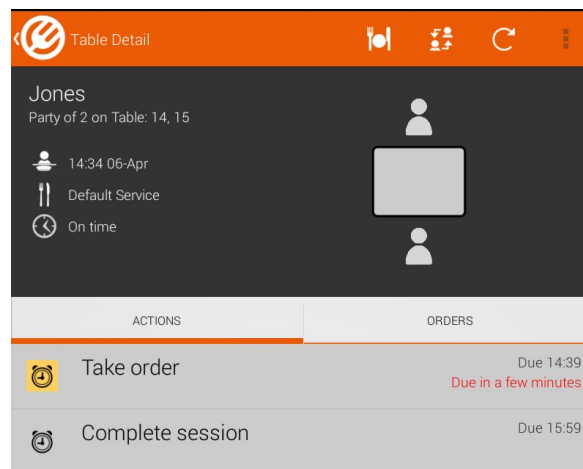
Step 2: Select multiple tables where the party will be seated



Step 3: Click "Seat Party"



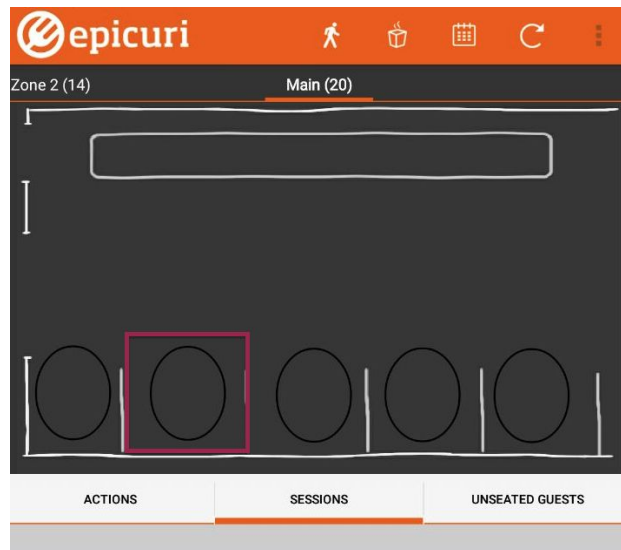
Step 4: You will be automatically be taken to the Table Detail Screen



6.1.5 Case 5: Quick Seat

This will allow you to quickly seat a walk-in and take the first order. If the party needs to wait for a table, or chooses to wait / start a tab, follow the normal Walk-in process in 6.1.1

Step 1: When the party walks in, select the empty table on which you want to seat them.

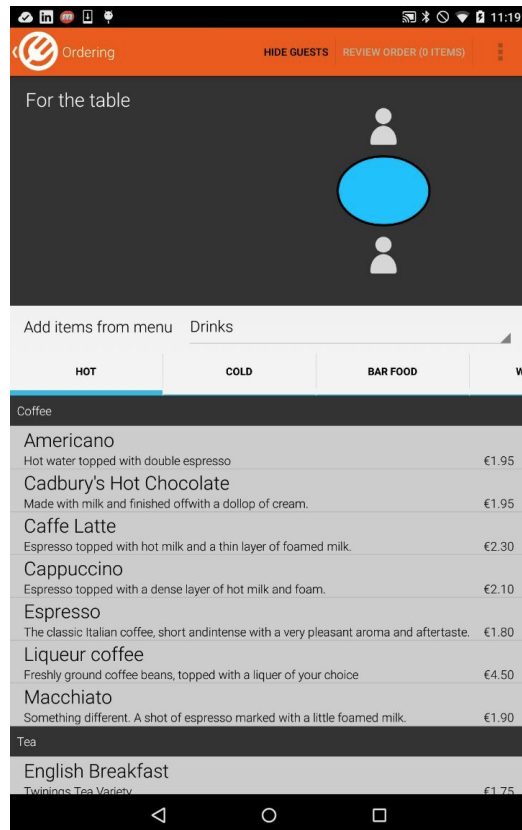


Step 2: The quick seat dialog box will pop up with many of the details prefilled. The name of the party will default to the table number. Verify the details and push “Add Party”

The screenshot shows a dialog box titled 'Seat party for tables: 3'. It contains the following fields and options:

- 'Name of the party' with the value '3' entered.
- 'Number in party' with radio button options for 1, 2 (selected), 3, 4, 5, 6, and 'Other: 2'.
- 'Epicuri ID' with the text 'No epicuri account attached'.
- At the bottom, there are two buttons: 'Cancel' and 'Add Party'.

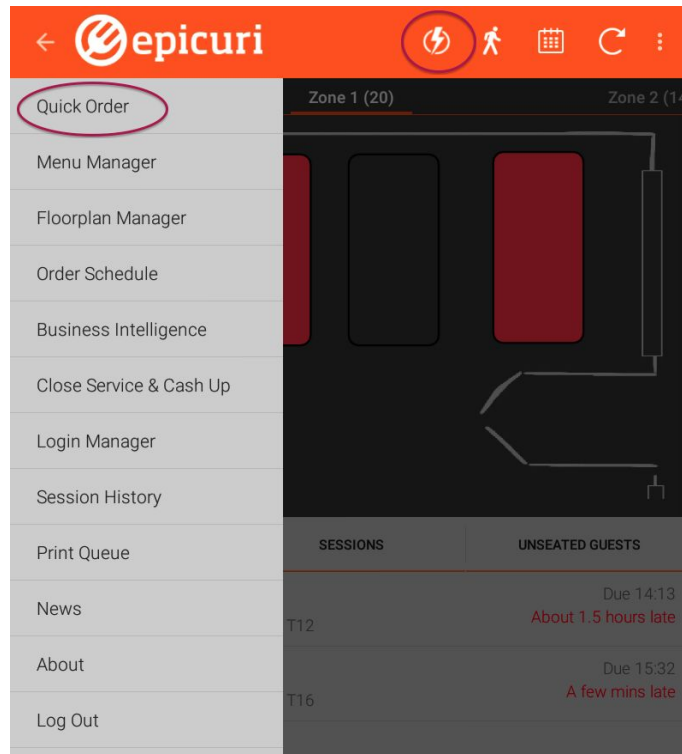
Step 3: It will take you directly to the Order Screen. Continue as normal.



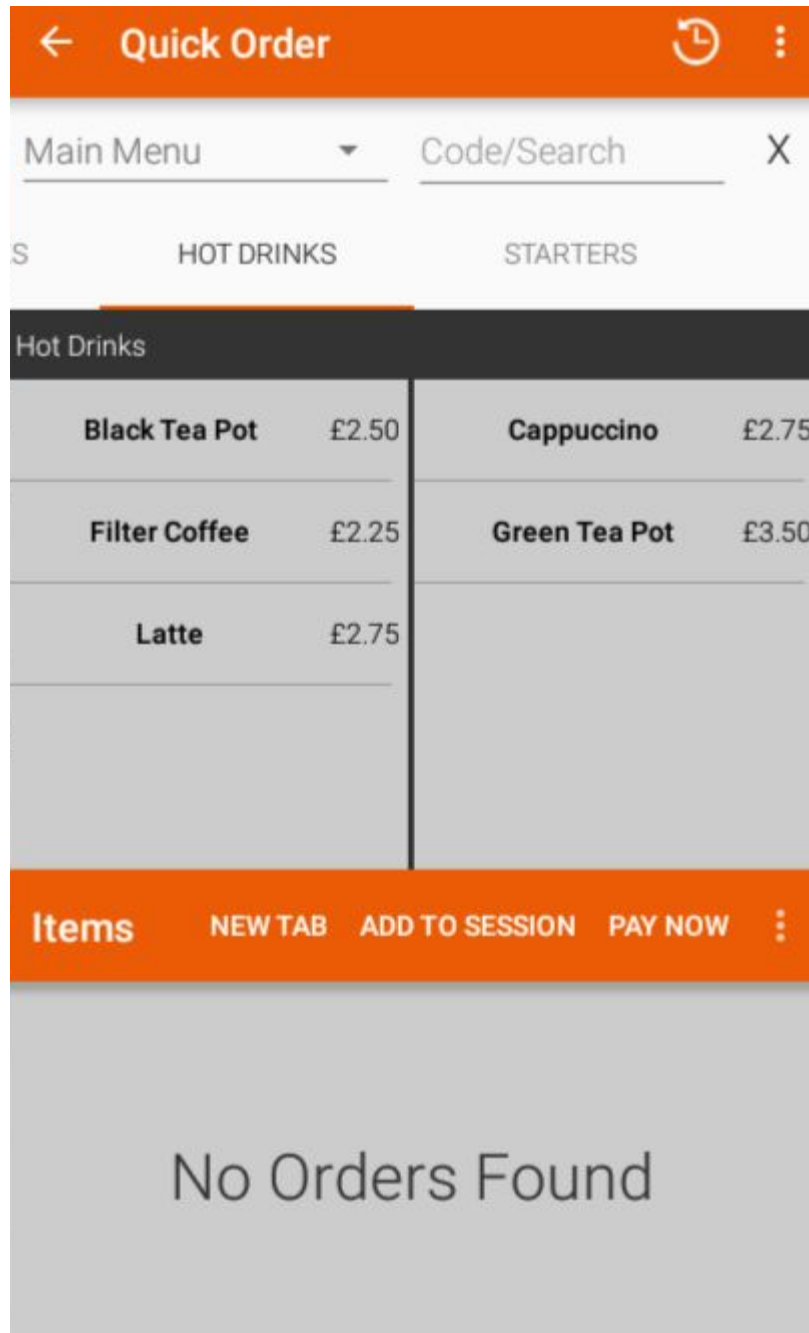
6.1.6 Case 6: Quick Order

This screen will allow you to primarily take orders and settle quickly. Users for orders that are adhoc or 'to go'. This feature is meant to replicate a more traditional POS order flow seen on fixed position POS screens. Use this on the larger tablet you might have near your till.

Step 1: Launch quick order



Step 2: Tap order items, order review will automatically update at the bottom. Tap items in order review to update / remove.



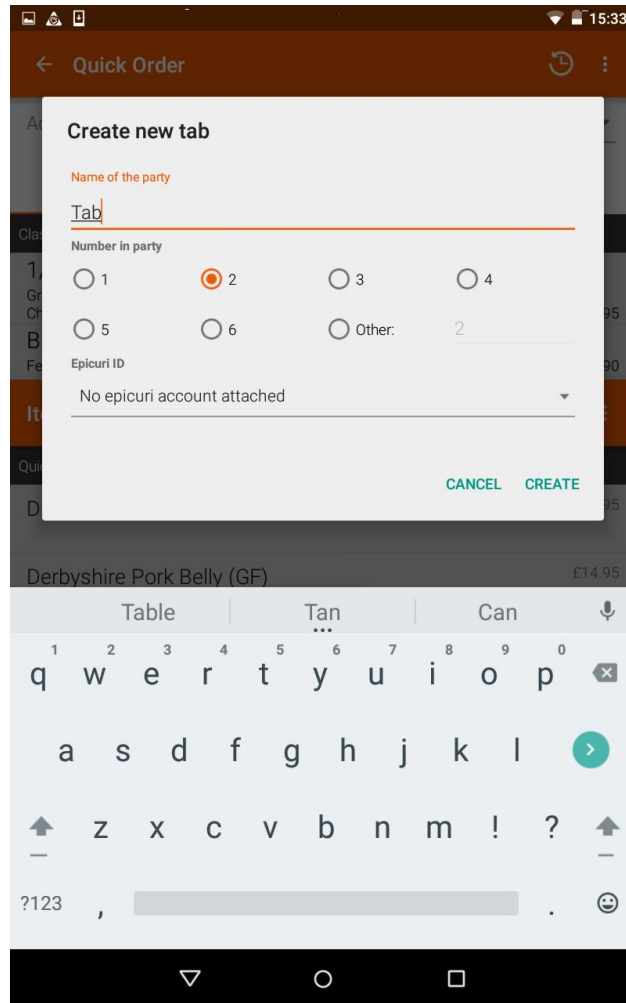
Use the Code/Search Box to search for menuitems across the currently selected menu. The search will show items where there is a character match on the menuitem 'title' or 'alias' set in menuitem configuration (Menu Manager)

Step 3a: Settle to Adhoc (Click Ad-Hoc to settle the session immediately)

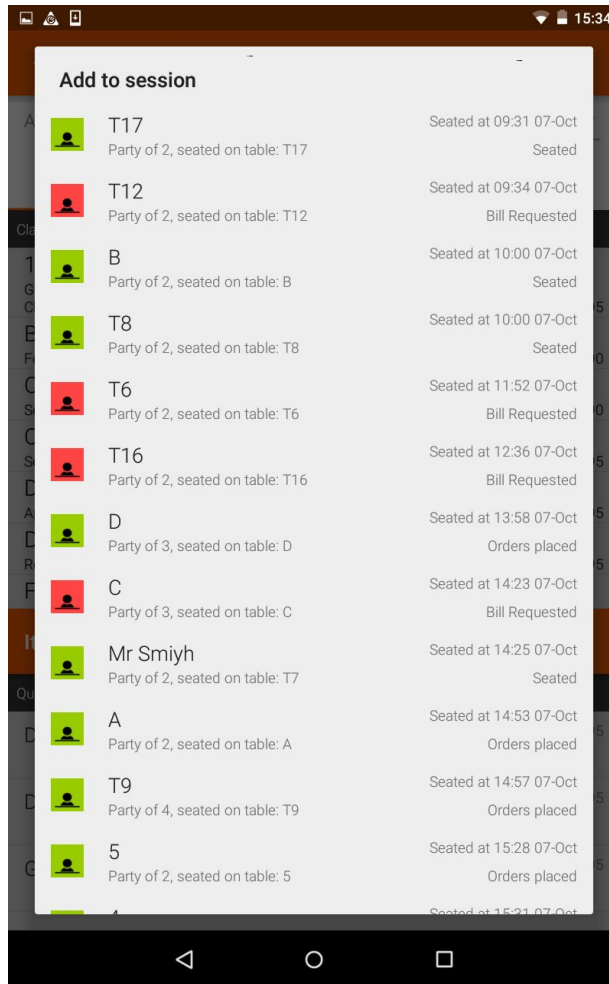
The screenshot shows a mobile application interface for a point-of-sale system. At the top, a dark brown header bar contains a back arrow, the text 'Table Detail', and several icons: a printer, a pound sterling symbol with a plus sign, a '-5%' discount icon, a glass icon, a refresh icon, and a menu icon. Below the header, the main background is dark grey. It displays 'Bill #23428' in large white text on the left and '15:34 10-Oct' in smaller white text on the right. A white modal dialog box is centered on the screen, titled 'Add new payment'. Inside the dialog, there is a text input field labeled 'Amount' in red, containing the value '42.85'. Below this is a 'Payment Type' section with a dropdown menu currently showing 'Cash'. At the bottom of the dialog are three buttons: 'CANCEL', 'PAY', and 'PAY AND CLOSE'. At the very bottom of the screen, outside the dialog, there is a dark grey bar with the text 'Suggested Tip 0% (£0.00)' on the left and 'Remaining: £42.85' on the right.

'Pay and Close' will log the payment, print the bill, kick the cash drawer and close the session in one click. Click Pay or Cancel to access the usual session payment change features such as tips, adjustments, split payments etc.

Step 3b: Settle to New Tab (Click 'New Tab' to open a Tab and move the items)



Step 3c: Settle to Session (Click 'Add to Session' to move items to an open table/tab)



Only open tables and tabs will be shown. Select a session and 'confirm' to move the items.

6.1.7 Case 7: Counter Service (New Quick order)

There is a landscape view of quick order also available. To access this screen, turn the tablet sideways from within the standard (portrait) Quick order screen.

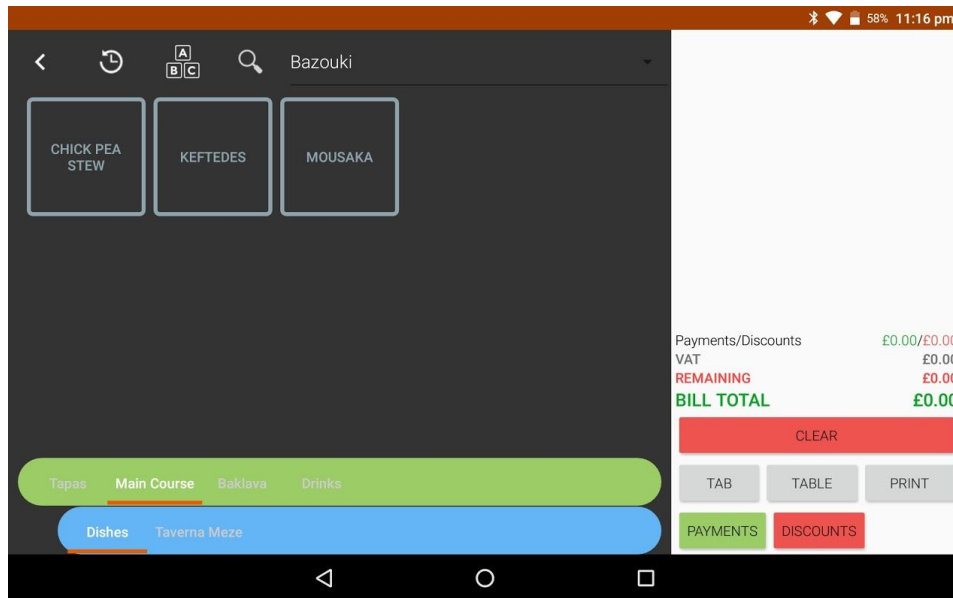
The icons along the top will allow you to

- Access session history
- Toggle Alias / Full names
- Search for an item (within the selected menu)
- Change the selected menu



Step 1: Navigate to correct part of the menu

Choose the Menu from the toolbar, then the appropriate category and group from the sliding filter at the bottom. The results area will dynamically update.



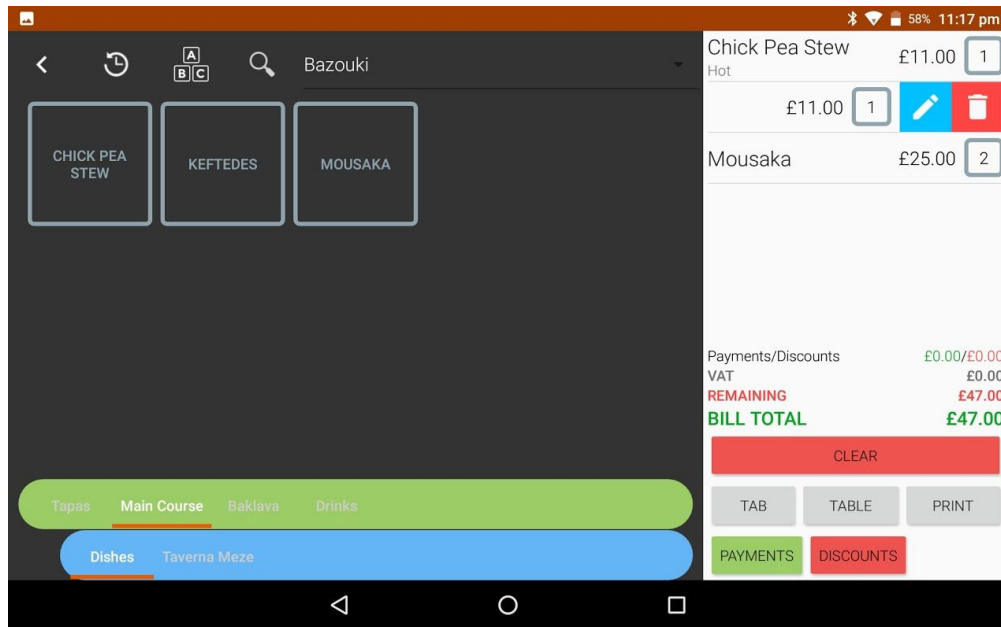
Tap in a blank area of the results area to reset filters.

Step 2a: Add items

Tap on the items boxes to add to order, notice the order list on the right. The popup at the bottom appears for a few seconds to confirm what you ordered and tapping on it will allow you to change details (modifiers, notes etc)

Step 2b: Correct or remove items in the order list

Swipe to the left to access edit options, pencil is edit, the trashcan will remove the item from the orderlist



Step 3: Settlement options

Add to table (or tab), Add to a new tab or print to settle now. Also you have option to add discounts or go straight to adding payments at this stage.

Step 4: Settlement

Add payment is not already done so. Once complete, the Quick Order screen will reset ready for the next order.

6.2 Attaching Epicuri Users to a Session

The Epicuri Guest App is covered in more detail elsewhere in this manual. The Guest App is a way for the diner to use their own smartphone to interact with the restaurant.

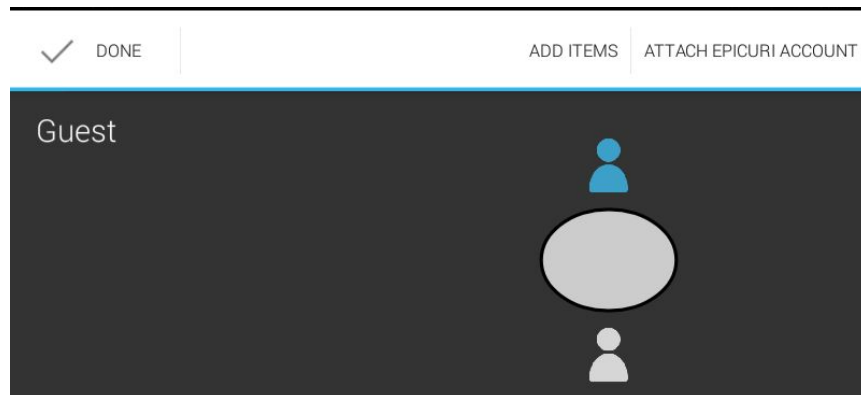
Guests who use the Epicuri Guest App can be attached to a table after a table session has been created.

A possible scenario might be:

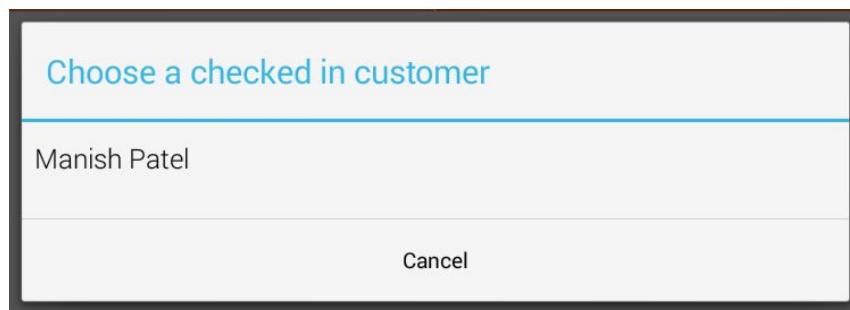
1. The guest has already been seated and does not currently use the Epicuri Guest App.
2. The guest decides to download the app and wants to use it right away.

To be able to attach a guest to the table the guest needs to be “checked-in” (covered later in this document). Once the guest is checked in, use “Attach Epicuri Account”:

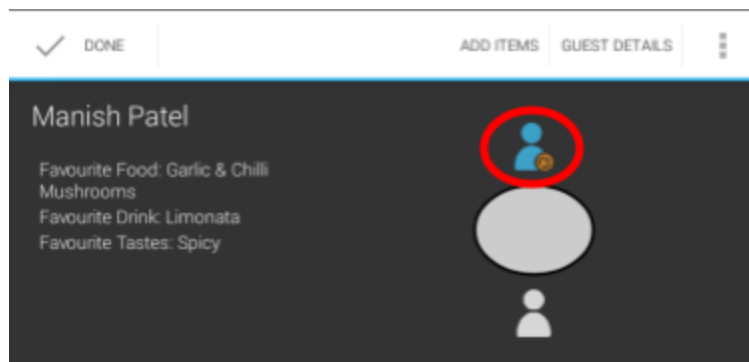
Step 1: Select the guest and press “Attach Epicuri Account”



Step 2: Select the guest, who will have checked in on their phone app



Step 3: The guest is then joined into the session



6.3 Creating Orders for a Table or Tab

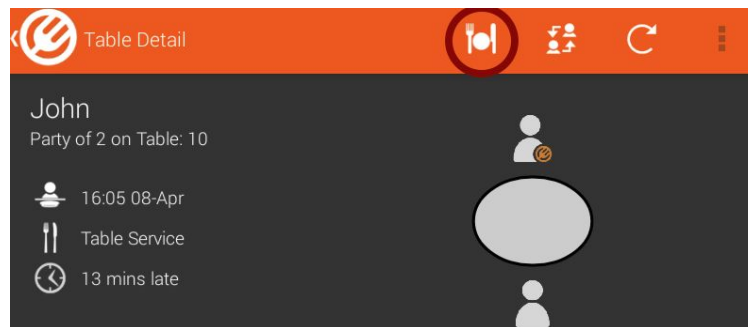
Orders can be created from the Session Details screen. You can get to the Session Details screen by:

1. Clicking on the table from the floorplan.
2. Clicking on the sessions tab.
3. Immediately after seating a party or creating a tab.

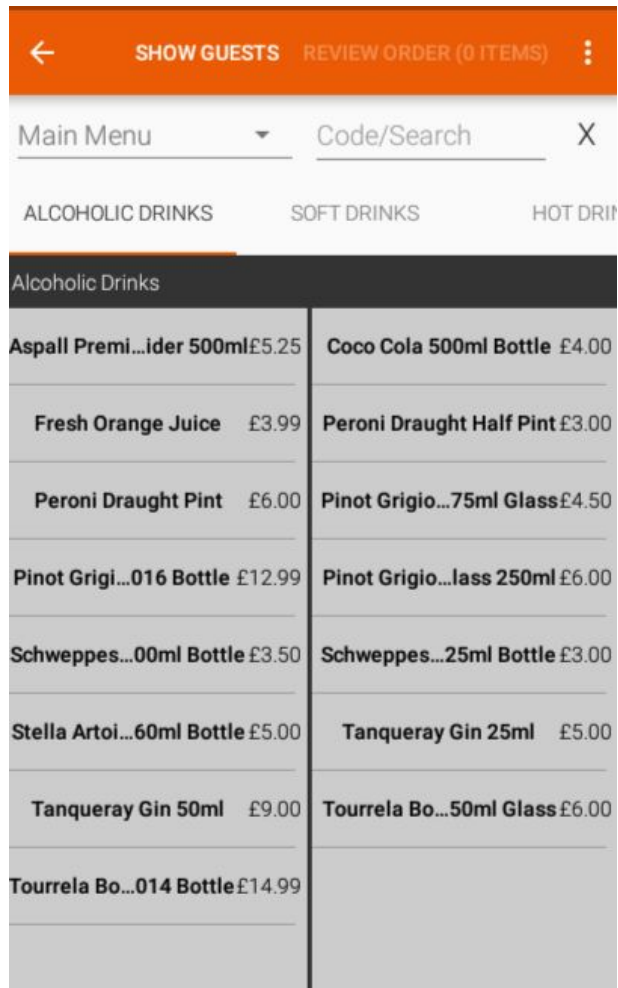
The steps to creating an order are:

1. Picking items from the menu(s).
2. Reviewing the order.
3. Submitting.

Step 1: Go the Session Details screen and click on the Fork and Knife icon.



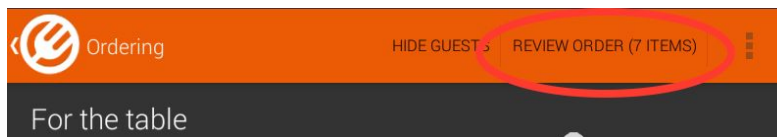
Step 2: In the Order Screen select the menu (there is a default menu that is always selected automatically).



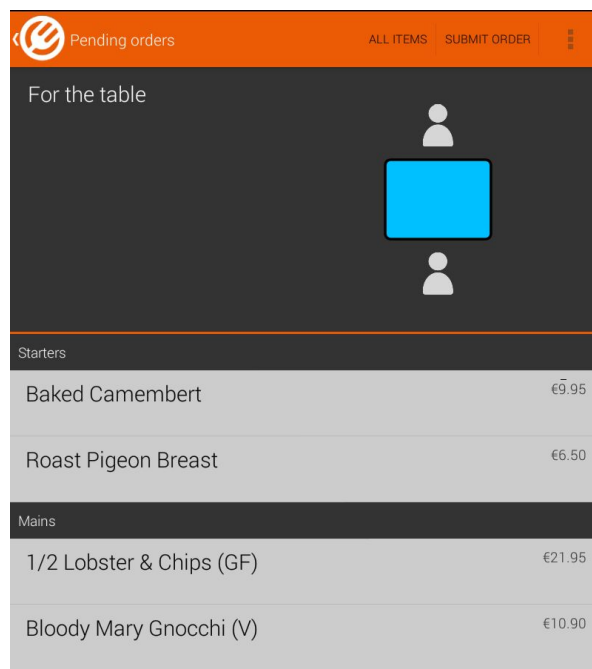
Step 3: Select items to be ordered simply by clicking on them. Click multiple times to quickly order multiple items. Note the item count on the top-right will increment as you add items.

Use the Code/Search Box to search for menuitems across the currently selected menu. The search will show items where there is a character match on the menuitem 'title' or 'alias' set in menuitem configuration (Menu Manager)

Step 4: Click on the Review Order icon.



Step 5: Check that the items ordered are correct.



Click on the items to add/remove the items or change quantity/courses. Modifiers and notes to the kitchen can also be maintained here.

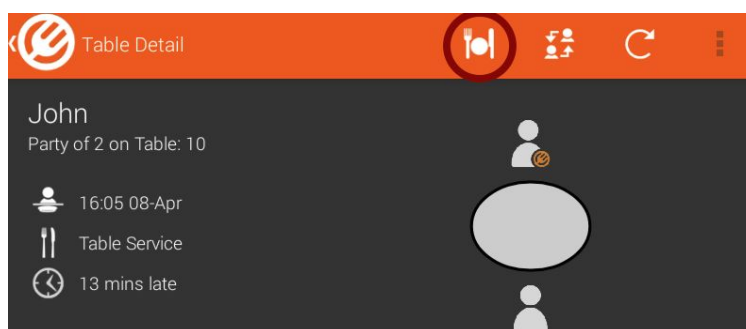
Step 6: Click on the Submit Order button when ready



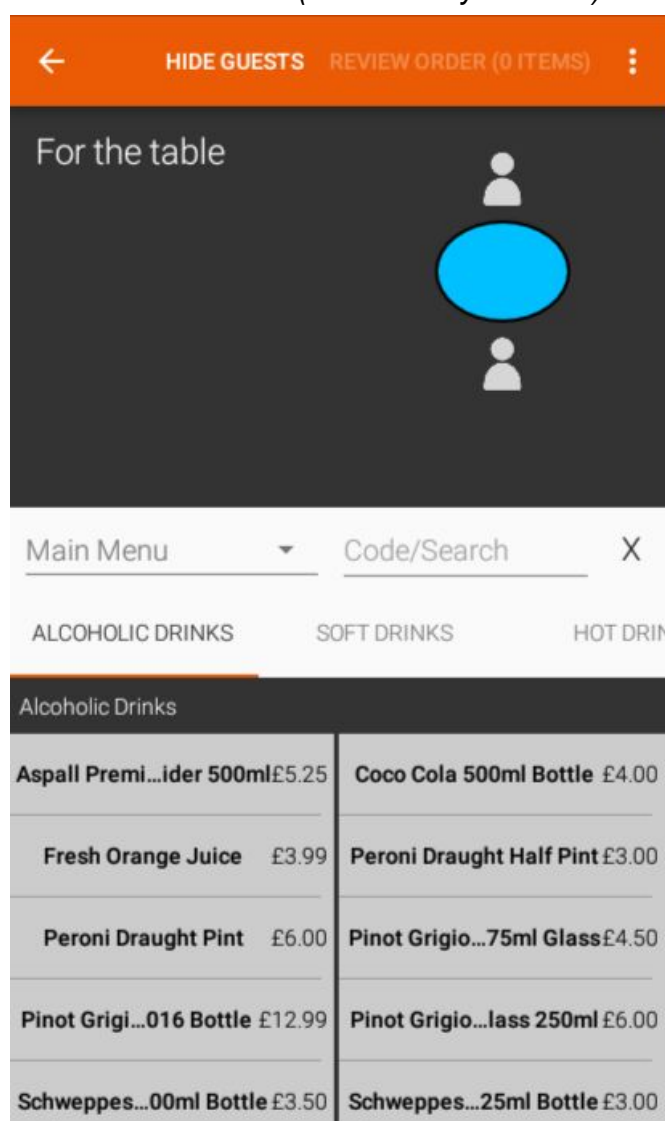
As soon as the order is submitted, the items will be sent to printers or screens (depending on the set up in the restaurant). Order slips for a table will clearly display the table number, for tabs the name of the party will be shown.

6.3.1 Attributing Orders to People on the Table

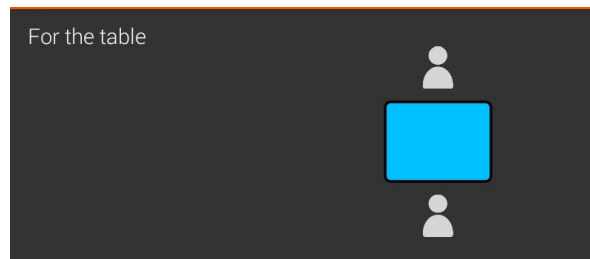
Step 1: Go the Session Details screen and click on the Fork and Knife icon.



Step 2: In the Order Screen select the menu (if not already selected) and 'Show Guests'.



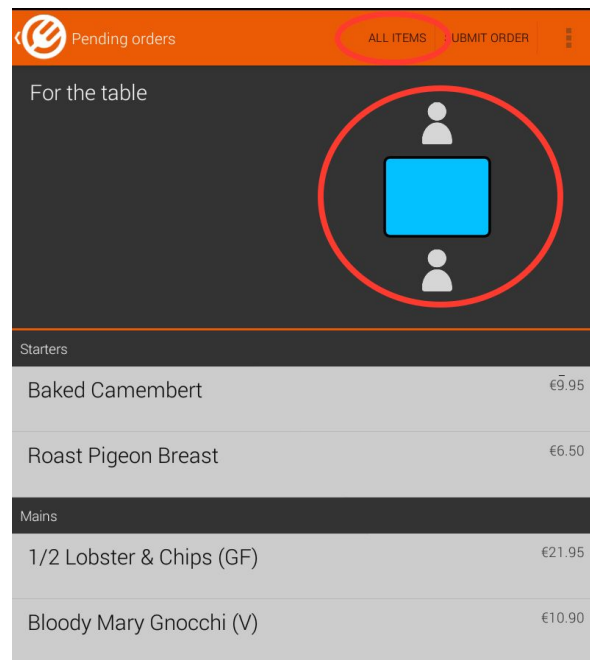
Step 3a: If ordering for the table click on the table and select items to be ordered. This is what happens by default.



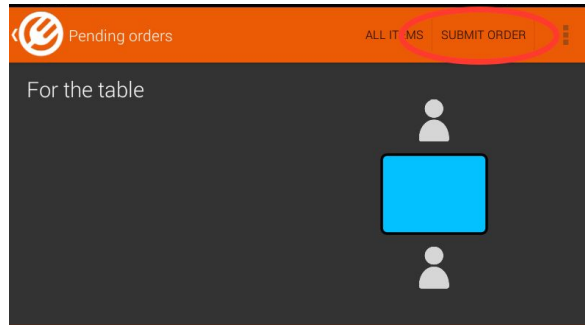
Step 3b: If ordering for an individual click on that individual and select items to be ordered



Step 4: In the Review Order screen check that the items ordered are correct. Click on each individual guest to see individual orders or click on the All Items icon to see all items together.

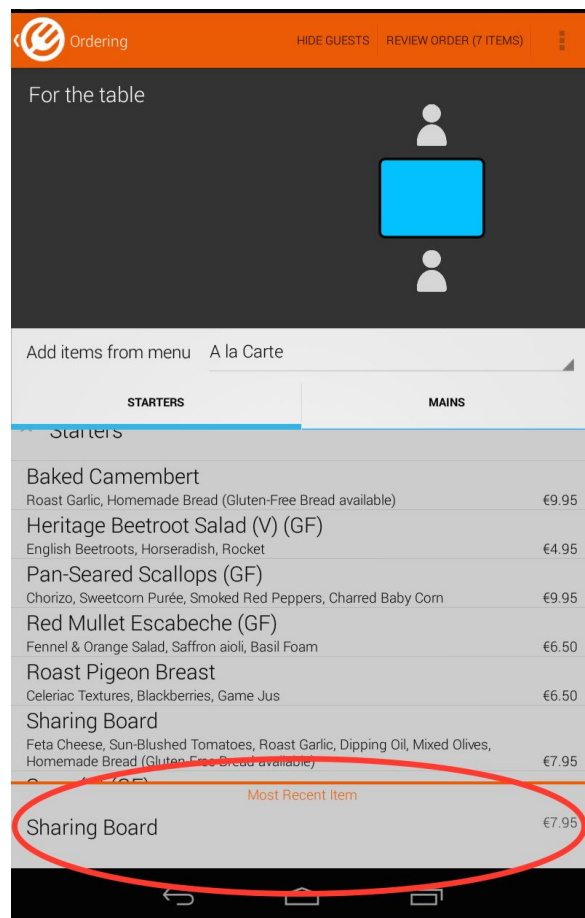


Step 5: Click on the Submit Order icon.



6.3.2 Amending an Order, Changing Course & Adding Notes

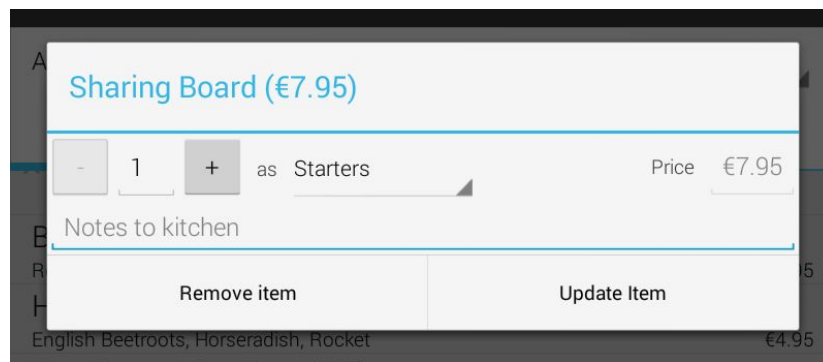
Whilst ordering in the Ordering Screen there is bar at the bottom of the screen:



You can click on this to make certain changes:

1. Add or remove multiple quantities of this item
2. Remove item completely (in case it was mistakenly ordered)

3. Change the course for the item
4. Add notes for the kitchen



You can get to this screen by clicking on items in the Review Order stage too.

6.3.3 Cancelling an Order

Note that the reason there is a Review Order stage is that it gives an opportunity for both waiter and diner to review in case of errors.

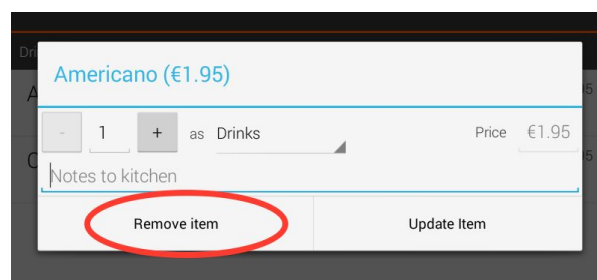
Orders can be removed or cancelled in two places:

1. The Review Order screen (as described in the previous section) - this *removes* an item from the order completely, because it hasn't been submitted yet.
2. The Session Detail screen - this *cancels* an item that has already been submitted.

To avoid any potential confusion, Epicuri does not inform the kitchen of a cancellation once an order has already been submitted. Therefore for point 2 above the waiter should personally inform the kitchen of any changes that might affect them.

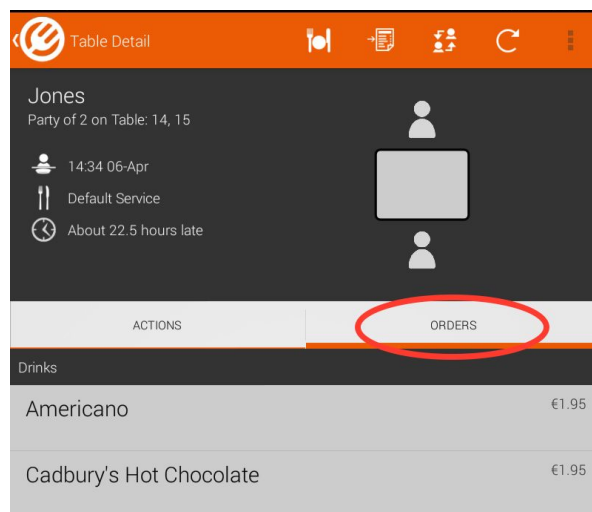
6.3.3.1 Removing an Order in the Review Order screen

Click on the item to be cancelled and click the Remove item button

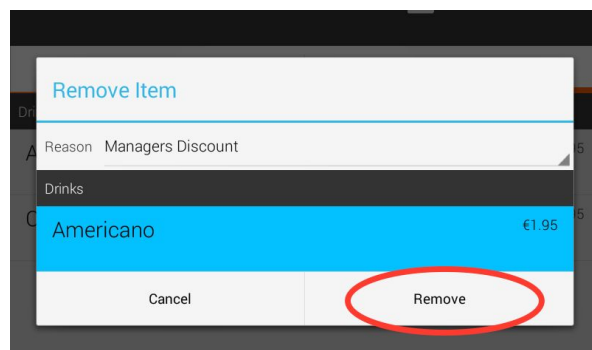


6.3.3.2 Cancelling an Submitted Order

Step 1: Go into the Table Detail screen and click on the Orders tab



Step 2: Click on the order to be removed, choose a reason, select the item and click Remove.



6.4 Billing Process

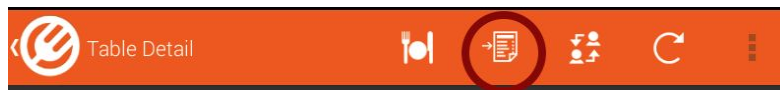
When the seated party or tab is finished and ready to pay the following steps are required:

1. Lock the session by pressing the Request Bill button, so that more orders cannot be added to the table by other staff or by self-service from the Guest App.
2. Apply any necessary adjustments, add/remove tips etc
3. Print the bill.
4. Add payments.
5. Mark the bill as paid which effectively closes the table ready for the next guest.

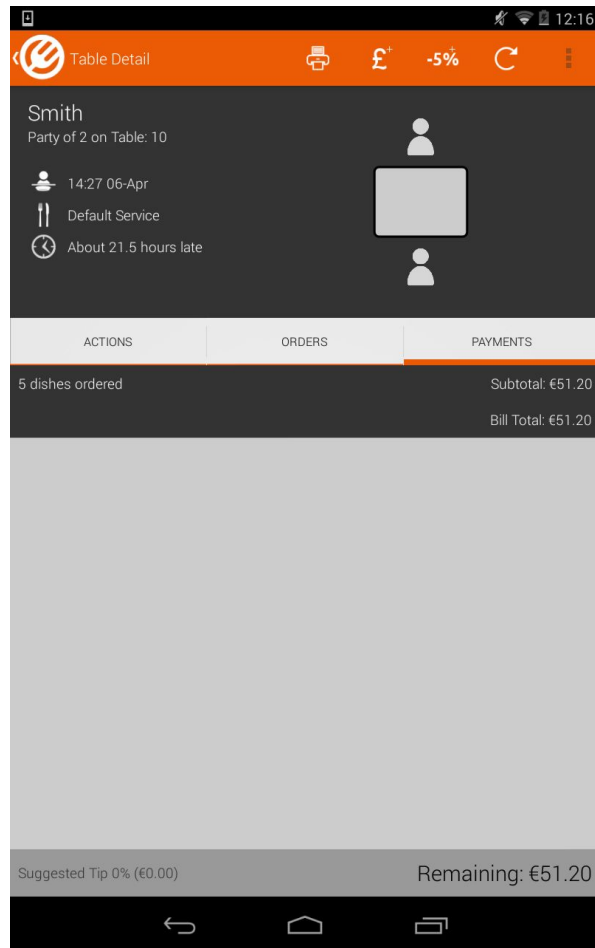
6.4.1 Requesting a Bill & Bill Splits

A bill can be requested once orders have been made and submitted (otherwise a table can be closed down straight away).

Step 1: From the session detail screen click on the Request Bill icon.

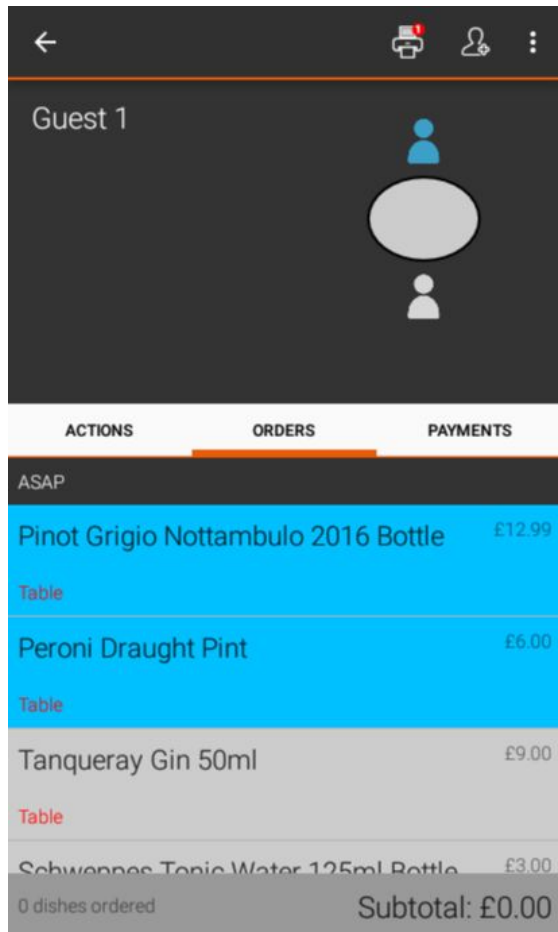


Step 2: You will automatically be taken to the Payments screen.

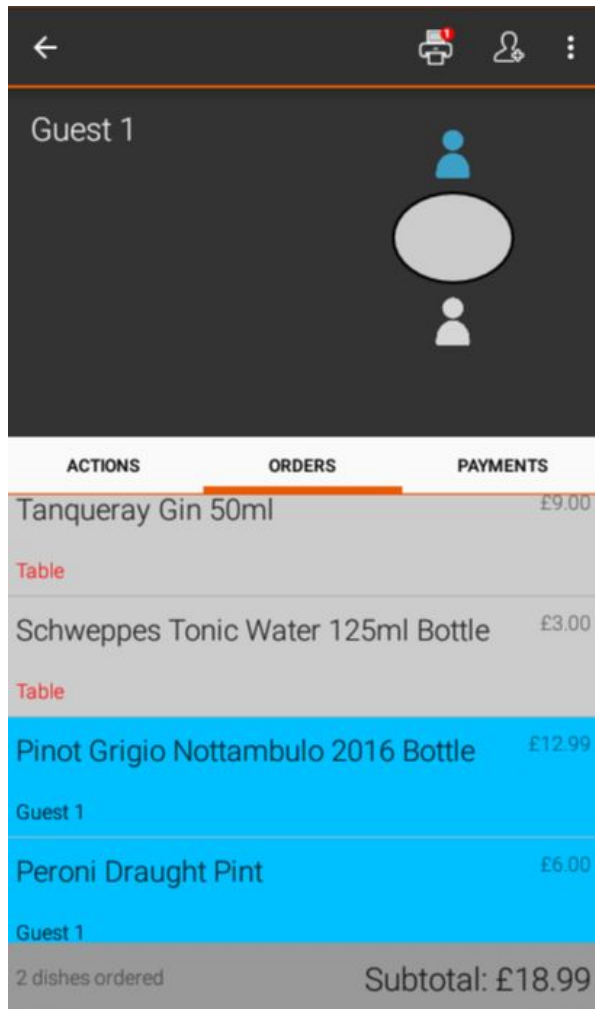


Bill Splitting can be started using the 'share' icons

Step 1: Click on the Bill Print icon.



Step 3: Click 'assign items' button to apply those items to the guest



Step 4: Click on another guest to repeat

Items that are unassigned will go onto 'the table' . Tabled items can also be pushed onto a new tab

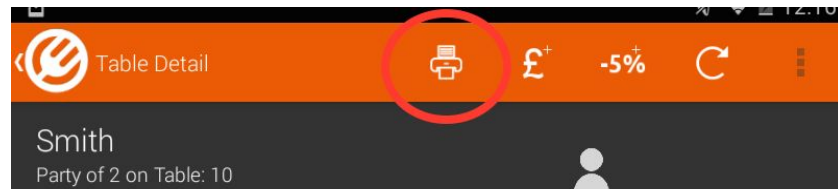
Step 5: Click 'Print' button to print individual receipts

Step 6: Click 'Bill Splitting' again to exit splitting mode

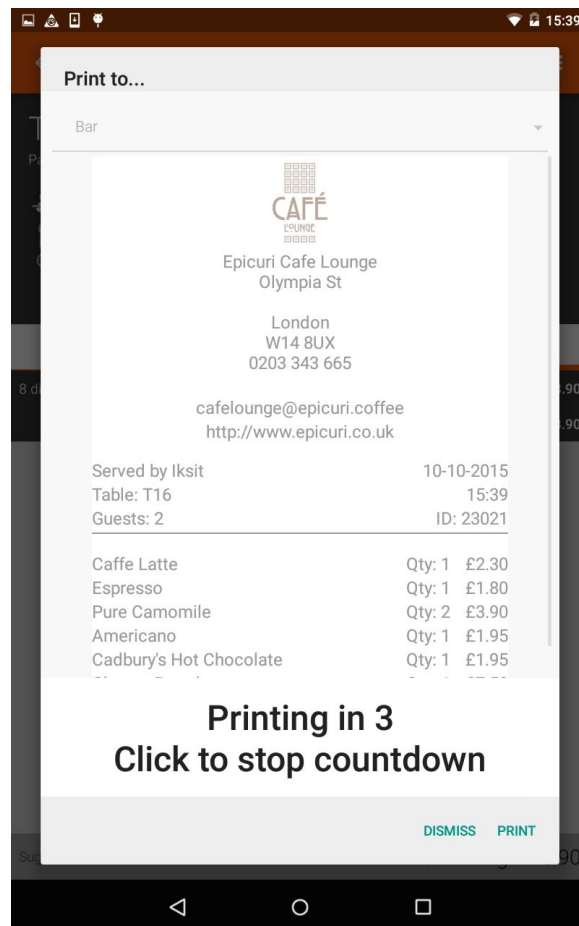
6.4.2 Printing a Bill

A bill print can be generated at any time after the Bill Requested stage.

Step 1: Click on the Bill Print icon.



Step 2: Bill will automatically print after 3 second countdown, tap on the screen at any time to cancel.

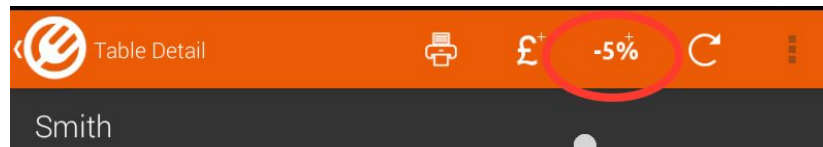


Similarly, once the countdown is interrupted there is facility to email the receipt to the guest

6.4.3 Applying Adjustments

“Adjustments” are used to apply promotions and other discounts. Click the adjustment icon to add an adjustment and attribute the appropriate category, e.g. “Promotion”.

Step 1: From the Payments screen click on the Adjustments icon



Step 2: Make the required adjustment and click apply. Below, a 10% discount is being applied as a Promotion.

Add Adjustment

Amount

Amount

Adjustment Type

Manager's Discount

Discount type

☒ Percentage

☐ Monetary

Apply to Item Type

☒ ALL

☐ FOOD

☐ DRINK

☐ OTHER

CANCEL APPLY

NOTE: Adjustments are calculated in the order that they are added.

Example 1

Bill Total = £100

Adjustment (-10%), Total = £90

Adjustment (-£10), Total = £80

Example 2

Bill Total = £100

Adjustment (-£10), Total = £90

Adjustment (-10%), Total = £81

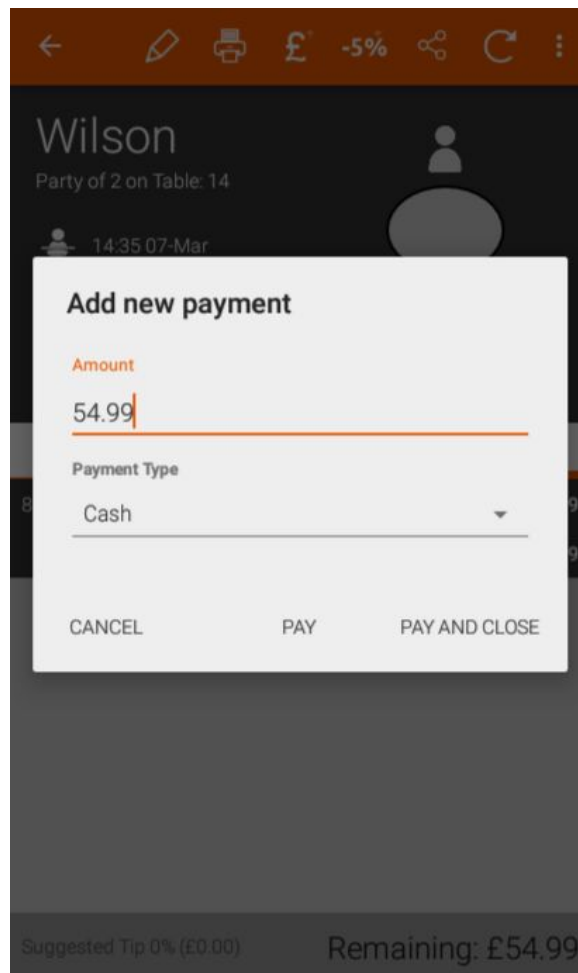
6.4.4 Applying Payments

Payments can be made by clicking the icon and adding the amount. Epicuri calculates the remaining amount due and updates the receipt printout every time you do this. It is possible to break up a bill into separate payments, each attributed to cash, credit card, etc.

Step 1: From the payments screen click on the Payments icon



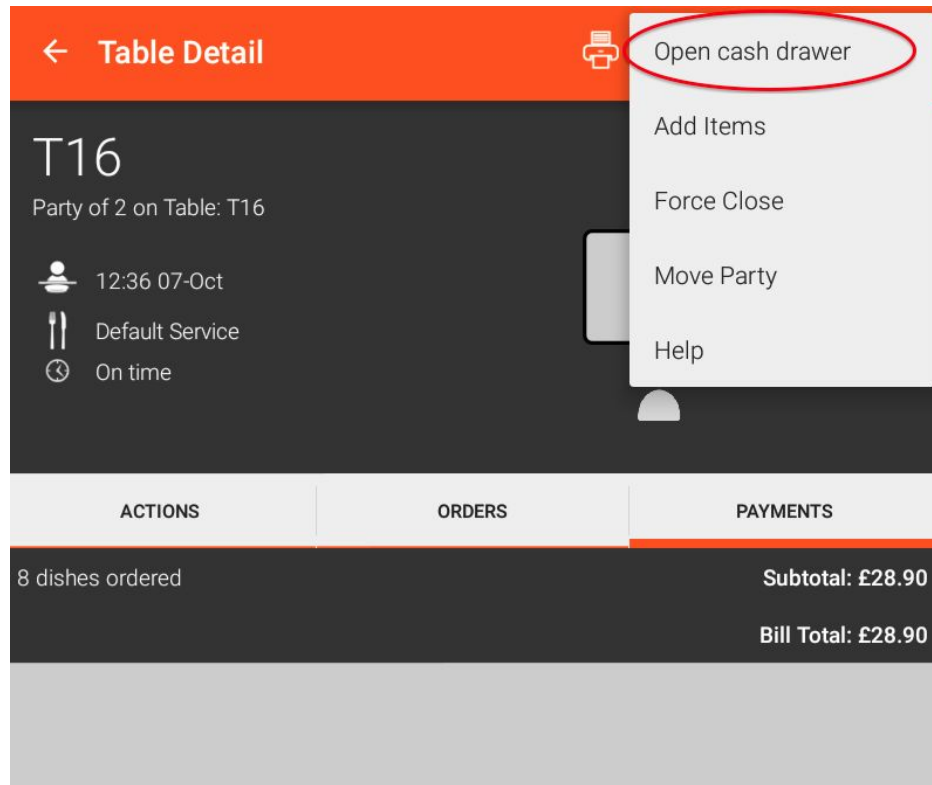
Step 2: Enter payment amount and type and click the Pay button



Step 3: Once all the payments are logged you can manually access the drawer kick from the overflow menu on the session detail.

If the payment being logged covers the entire bill, Pay&Close will become available to select to pay and close the table with one touch.

Note: Closing a session will also drawerkick the till drawer if connect. Close table while by the cash drawer where possible.



6.4.4.1 “Mews” Payments (Hotel Restaurants Only)

Epicuri can bill a hotel room when Mews Systems is the PMS for a hotel. The payment process is much the same as the above except one search extra step is required.

Step 1: Select Mews in the payment type.

Add Payment

Amount 46.08

Payment Type Mews

Mews Customer

Cancel Pay

*Step 2 Search customer by room number **or** name. Searches for partial names also accepted.*

Add Payment

Search for customer

Name Room Number

Name Room Number

No Results

Cancel

Step 3: Select correct customer.

Add Payment

Search for customer

Name Room Number

Name 206

Nicolas Cage (206)

Cancel

Step 4: Click on the Pay icon to charge the room.

Add Payment

Amount: 46.08

Payment Type: Mews

Mews Customer: Nicolas Cage (206)

Buttons: Cancel, Pay

Step 5: (If required) Ask customer to sign the bill print for payment

Sprite Qty: 1 €2.75
Onze minestrone Qty: 1 €8.00
Superfood salade Qty: 1 €11.50
Geroosterde aardappel Qty: 1 €5.00

You ordered 5 items today

Subtotal: €29.20
Total: €29.20

(BTW: €1.65)
BTW Number: 0123456789

Name: _____

Room Number: _____

Signature: _____

Thank you for visiting us!

Buttons: Dismiss, Print

6.4.5 Overpayment

When an amount greater than the Bill Total is entered, the remainder is calculated as:

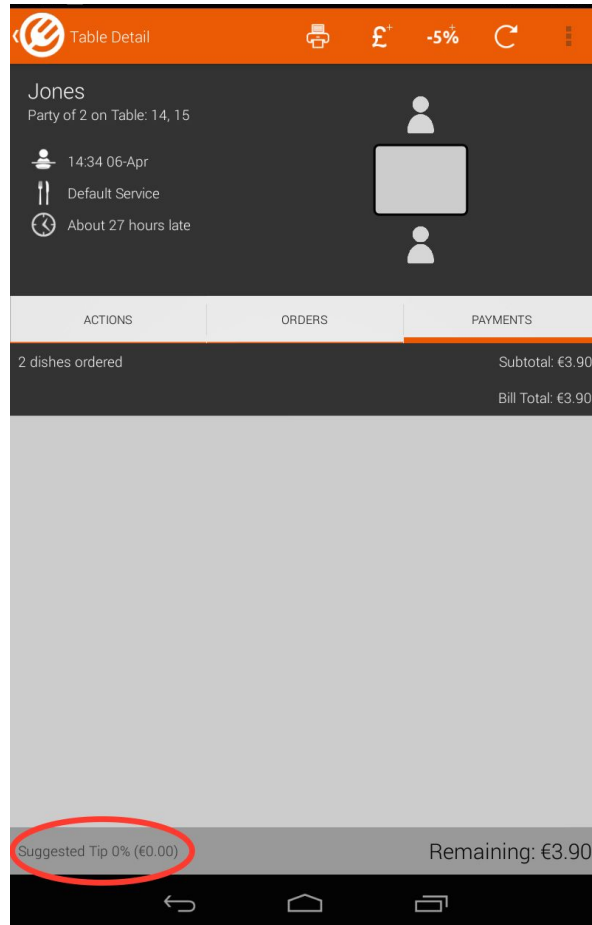
- Change amount, if a cash payment was made
- “Overpayment”, if a card payment was made

Epicuri does not distinguish between cash overpayment (change) and tips - this is for the restaurant staff to handle internally. Essentially Epicuri only tries to log money going into cash drawer.

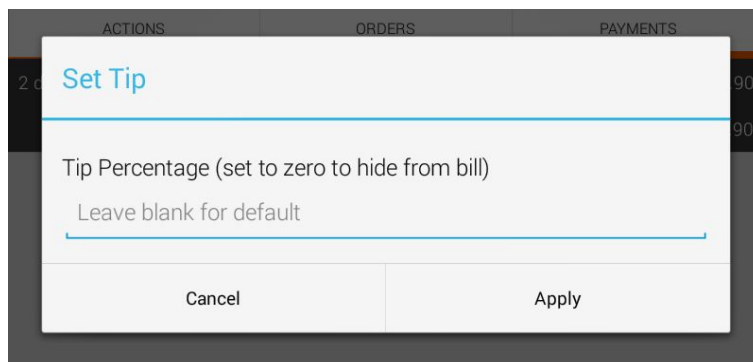
6.4.6 Applying and Changing a Service Charge (Tip/Gratuity)

A default service charge can be applied to every bill (this is a configuration the restaurant manager would have advised when Epicuri was set up at the restaurant). Otherwise a tip amount can be added manually.

Step 1: Click on the Suggested Tip icon on the Payments screen.



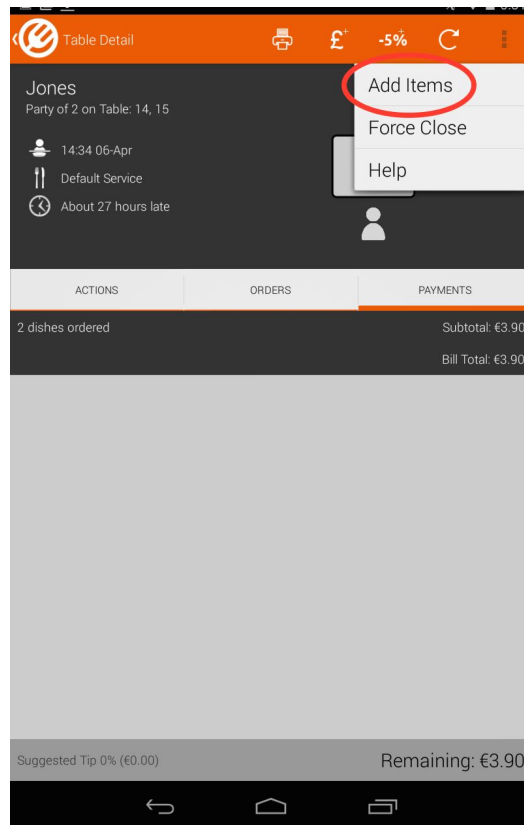
Step 2: Set tip as required



Tips can be added as a percentage of the total bill after adjustments (% to 1 decimal place). It will be seen on the customer receipt and included as part of the total bill. If the customer chooses not to pay the tip, it will need to be removed (set to 0%) and the customer bill should be reprinted.

6.4.7 Reopening a Table or Tab for More Orders

If a table has been locked down by mistake, you can unlock the table in the Session Detail Screen:



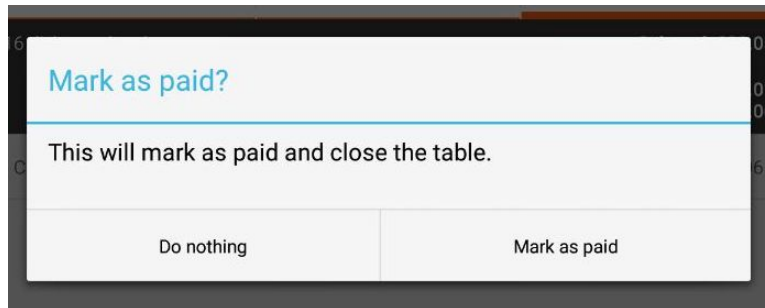
6.4.8 Closing a Session

Seated parties and tabs are naturally closed after the correct payments are logged and the session is 'marked as paid' .

Step 1: Log all the payments (as per 6.4.4) the session will show 'Paid in Full'

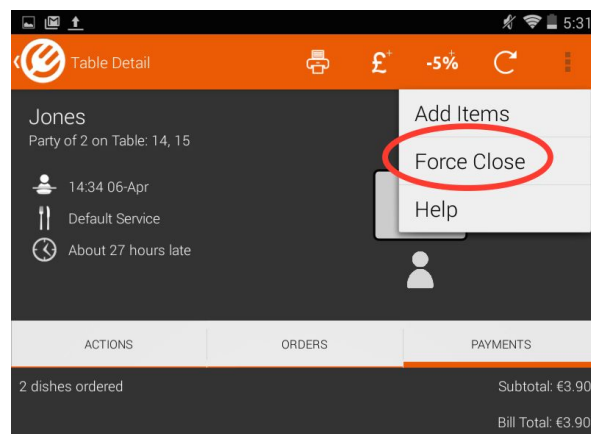
Step 2: Once the guests have left, select 'Mark as paid'





6.4.9 Voiding a Session

In cases where guests have left without paying, a table can be voided via the “Force Close” option.



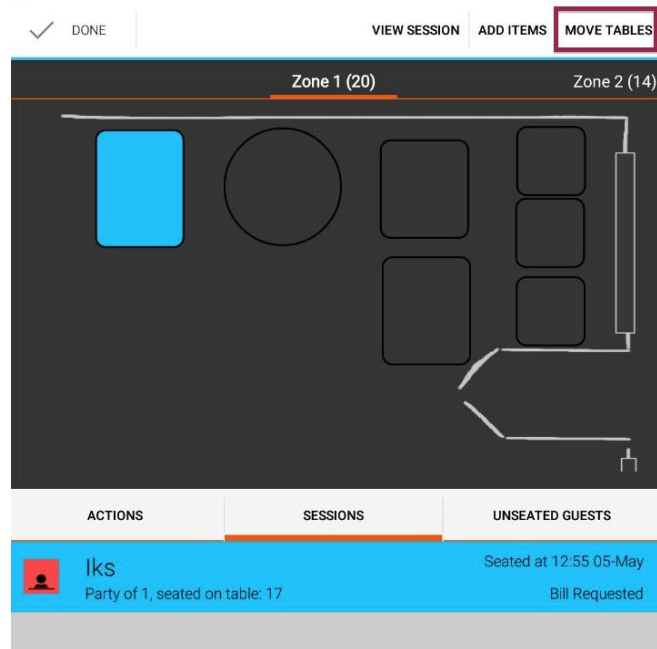
NOTE: A void shows in the Cash Up screen as such and will not be added to the day's revenue.

6.5 Moving guests on the floorplan

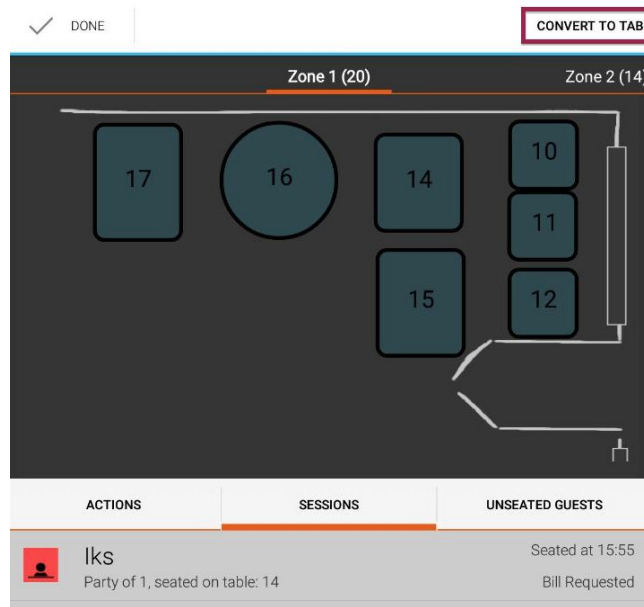
A common scenario is when a party is currently seated but need/want to be moved.

6.5.1 Moving a party off a table and onto a tab

Step 1: Select the party from the 'sessions' tab and push 'Move Tables'



Step 2: When a table is not selected, you have option to 'Convert to Tab'

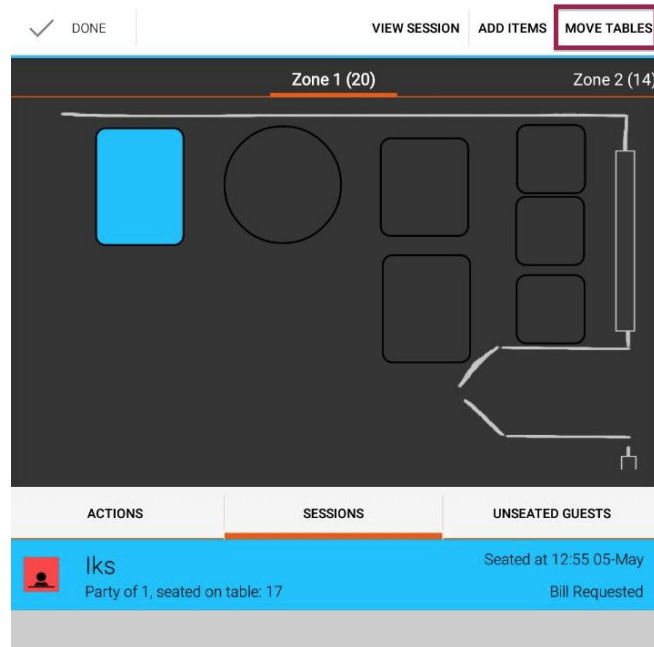


After converting to tab you will be able to see the party with the rest of the tabs under 'Unseated Guests' where further orders can be added, settlement started or reseated if necessary.

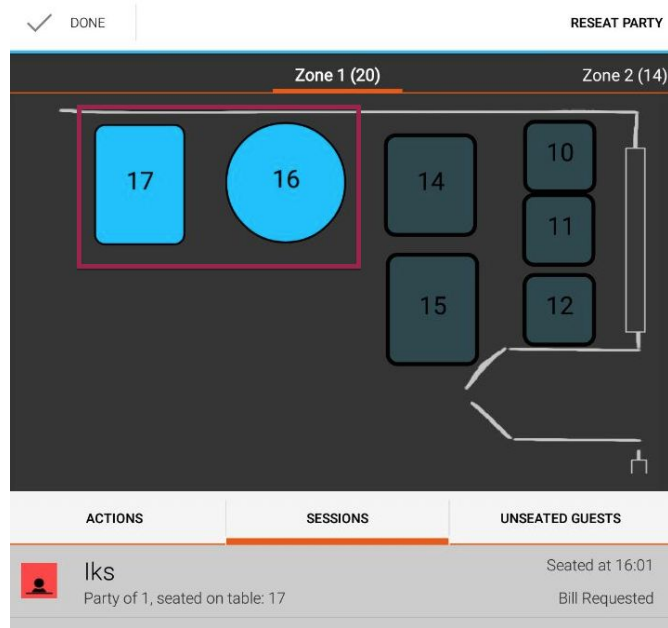
6.5.2 Adding additional tables to a party

Commonly used if you wish to add a table to a party that is already seated. You can start this process by selecting the session from the sessions tab or from the 'Move Party' option available from the menu in the session detail screen

Step 1: Select the party from the 'sessions' tab and push 'Move Tables'



Step 2: Select which tables need to be assigned to the party and click 'Reseat Party'

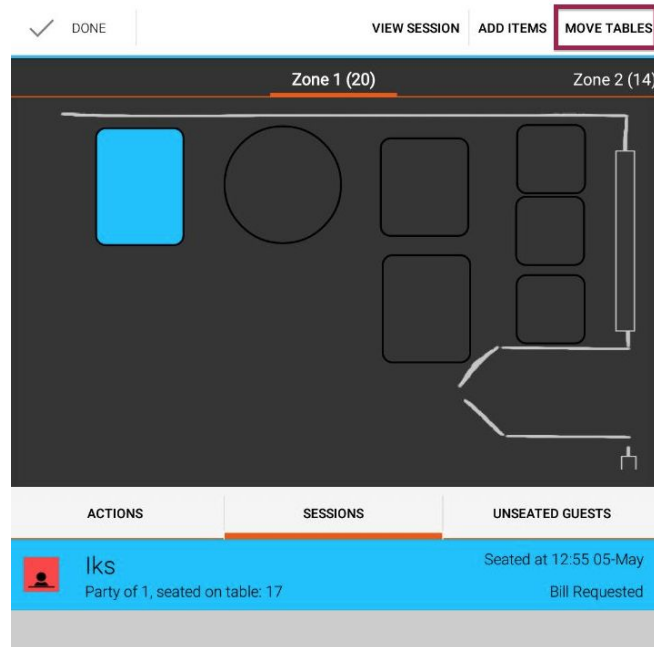


On refresh, the hub view will show the new table selections assigned to that party.

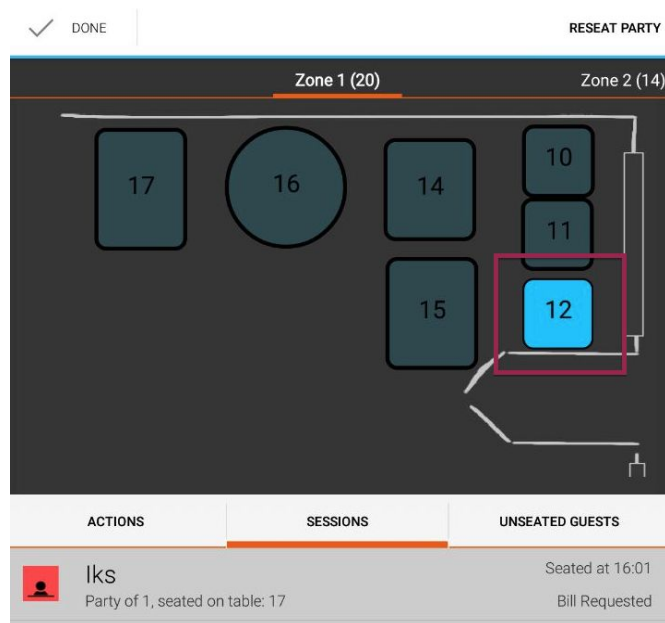
6.5.3 Moving a seated party to another table

Use when the party needs to be moved or wishes to be sat at a different table.

Step 1: Select the party from the 'sessions' tab and push 'Move Tables'



Step 2: Select which table the party is to be moved to and click 'Reseat Party'

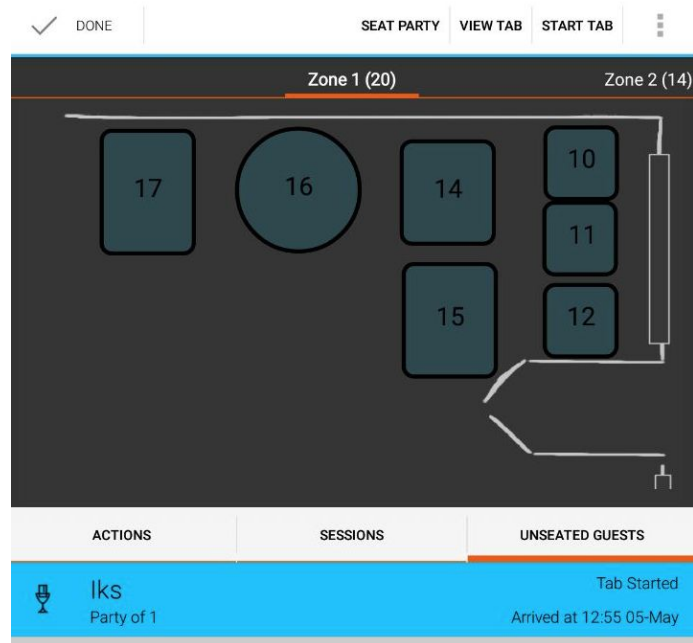


On refresh, the hub view will show the new table selection assigned to that party.

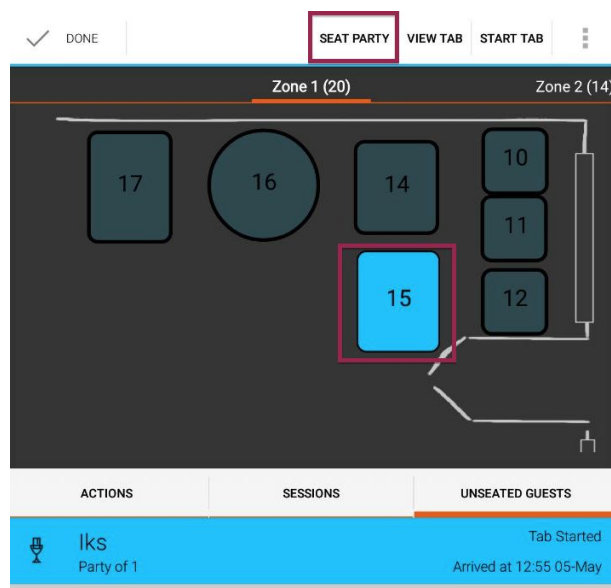
6.5.4 Moving a tab onto a table

If the party has arrived and made some initial orders while waiting for a table, their tab can be moved onto their table when seated.

Step 1: Select the tab from 'Unseated Parties'



Step 2: On selection, you can immediately choose a table to assign to the party and click 'Seat Party'



6.5.5 Edit Session details

This gives the ability to modify the names of the session or number of guests.

Step 1: Click the Session Edit icon on 'Session Detail' Screen

The screenshot shows a mobile application interface for a session detail. At the top is an orange header bar with a navigation menu. The first icon, a pencil inside a square, is highlighted with a red box. Other icons include a back arrow, a printer, a pound symbol, a -5% discount tag, a share icon, a refresh icon, and a vertical ellipsis. Below the header, the session name 'Wilson' is displayed in large white text on a dark background. Underneath, it says 'Party of 2 on Table: 14'. To the right is a large grey oval representing a table, with two person icons at opposite ends. On the left side, there are three status items: a clock icon for '14:35 07-Mar', a fork and knife icon for 'Default Service', and a clock icon for 'On time'. Below this is a white bar with three tabs: 'ACTIONS', 'ORDERS' (which is selected and highlighted with an orange underline), and 'PAYMENTS'. Under the 'ORDERS' tab, there is a list of items. The first section is 'ASAP' in a dark bar. The items listed are: 'Pinot Grigio Nottambulo 2016 Bottle' (£12.99), 'Peroni Draught Pint' (£6.00), 'Tanqueray Gin 50ml' (£9.00), and 'Schweppes Tonic Water 125ml Bottle' (£3.00). Below these is a 'Starters' section in a dark bar. At the bottom, a grey bar shows '8 dishes ordered' on the left and 'Subtotal: £54.99' on the right.

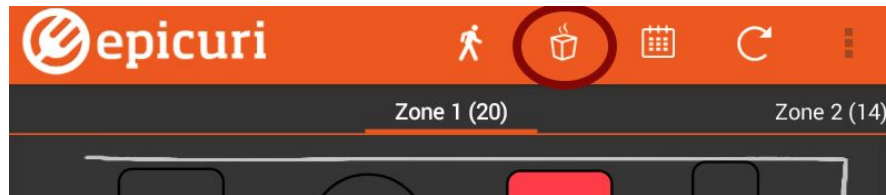
ORDERS	
ASAP	
Pinot Grigio Nottambulo 2016 Bottle	£12.99
Peroni Draught Pint	£6.00
Tanqueray Gin 50ml	£9.00
Schweppes Tonic Water 125ml Bottle	£3.00
Starters	
8 dishes ordered	Subtotal: £54.99

Step 2: Modify the details and save

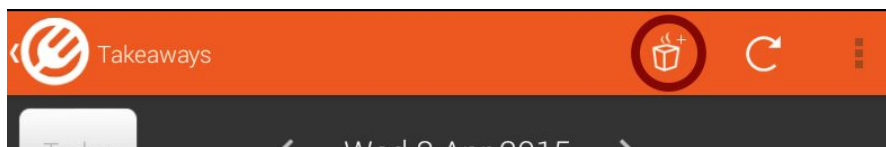
6.6 Creating a Takeaway

Creating takeaways is much the same as creating a session, except creation, menu item orders and payment are all done in a single workflow.

Step 1: Click the Takeaway Calendar icon



Step 2: Click the Add Takeaway icon



Step 3: Fill in details as required. The delivery option only appears if your restaurant offers delivery. If the caller is an Epicuri user you can attach the Epicuri ID at this stage (search by phone number or email address) and the rest of the details fill in automatically. Click Next.

Epicuri ID
No Epicuri Account Set Lookup

Customer Name
Mr Fu

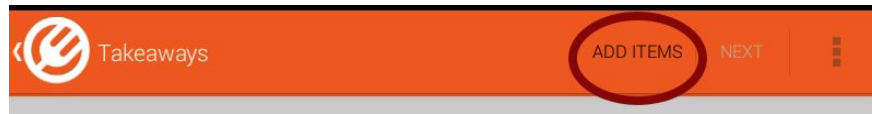
Phone Number
0123456789

☒ Collection ☐ Delivery

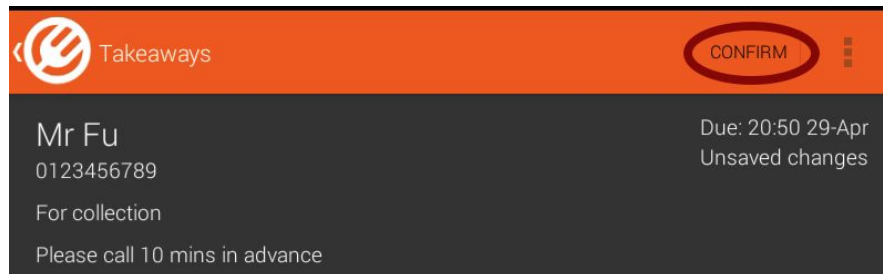
Delivery/Collection Time
Wed 29-Apr-2015
20:50

Notes
Please call 10 mins in advance

Step 4: Add required items by clicking on Add Items and then, as before, click on the various menu items to add them to the order. When done click Next.



Step 5: Confirm the order



Step 6: From here it's the same as previously described to process a session - request the bill and add payments as necessary.

The entry is now in the calendar. You can click on the entry to change it if required.

6.6.1 Printing

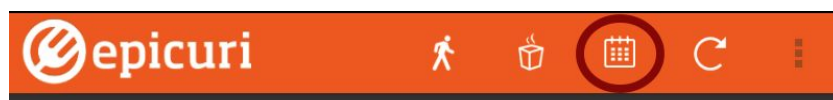
Normally an order generates a printout for the kitchen or bar. However for takeaways this works a bit differently - takeaways will get printed at a certain time period before the the actual time that the takeaway is due (unless the takeaway is for the immediate future). That time period is configured when Epicuri is set up for the restaurant. Call Epicuri Support if this time period needs to be modified.

6.6.2 Tolerances

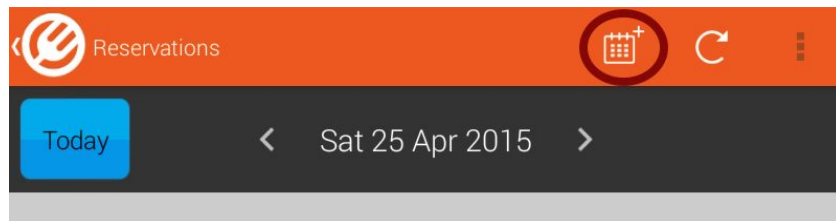
Some inbuilt tolerances prevent too many takeaways being created too closely, or at times that are too close to closing time, etc. When any such tolerance is triggered a warning window will pop up. You must then decide to proceed or abandon.

6.7 Creating Reservations

Step 1: Click on the Reservations Calendar icon



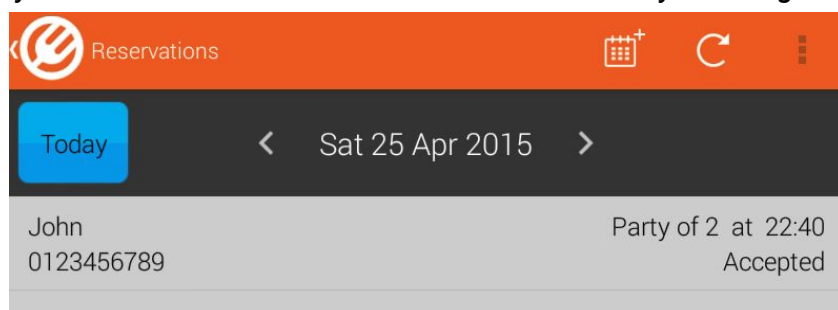
Step 2: Click on the Add Reservation icon



Step 3: Fill in required details in the Reservation Screen and click the Save button

A screenshot of the 'Reservations' app form. The orange header bar contains a back arrow, a circular icon with a hand, the text 'Reservations', a document icon with a plus sign (circled in red), and a menu icon. The form fields are: 'Epicuri ID' with the placeholder 'No Epicuri Account Set' and a 'Lookup' button; 'Name of the party' with the text 'John'; 'Phone Number' with the text '0123456789'; 'Number in party' with a vertical stack of three radio buttons labeled '1', '2', and '3'; 'Reservation date' with a date picker showing 'Sat 25-Apr-2015'; a time picker showing '22:40'; and 'Notes' with a text input field.

Step 4: The entry is now in the calendar. You can click on the entry to change it if required.



6.7.1 Tolerances

Some inbuilt tolerances prevent too many reservations being created too closely, or at times that are too close to closing time, etc. When any such tolerance is triggered a warning window will pop up. You must then decide to proceed or abandon.

6.8 Dealing with Actions

When Epicuri was set up for your restaurant a schedule, or number of schedules, would have been created. A schedule defines the typical dining experience, e.g. how many minutes after being seated that Starters should be served, Mains course and so on. Each milestone in the schedule is an actionable event.

The Actions Tab contains actions required by wait staff to complete. These can help manage the floor in a timely manner.

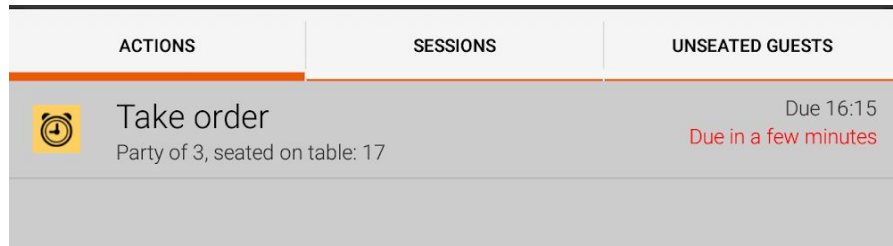
The Actions Tab will contain the most urgent action for each session, i.e. one per session. The colour coding of each action matches the colour status of the table in the Hub View.

NOTE: Some restaurants prefer not to have actions, so you may never actually see anything in this tab. The exception to that rule is where a guest is using the Guest App and calls for service, in which case you will see an appropriate action in the Actions Tab.

NOTE: Actions are simply guidelines to keep service consistent. Whether it's something that you stick with is something your staff will need to decide together, but if you find that it's not something often looked at it would be worth letting Epicuri Support know so that the schedules can be cleared and you can concentrate on the bits of the app that really make the difference for you.

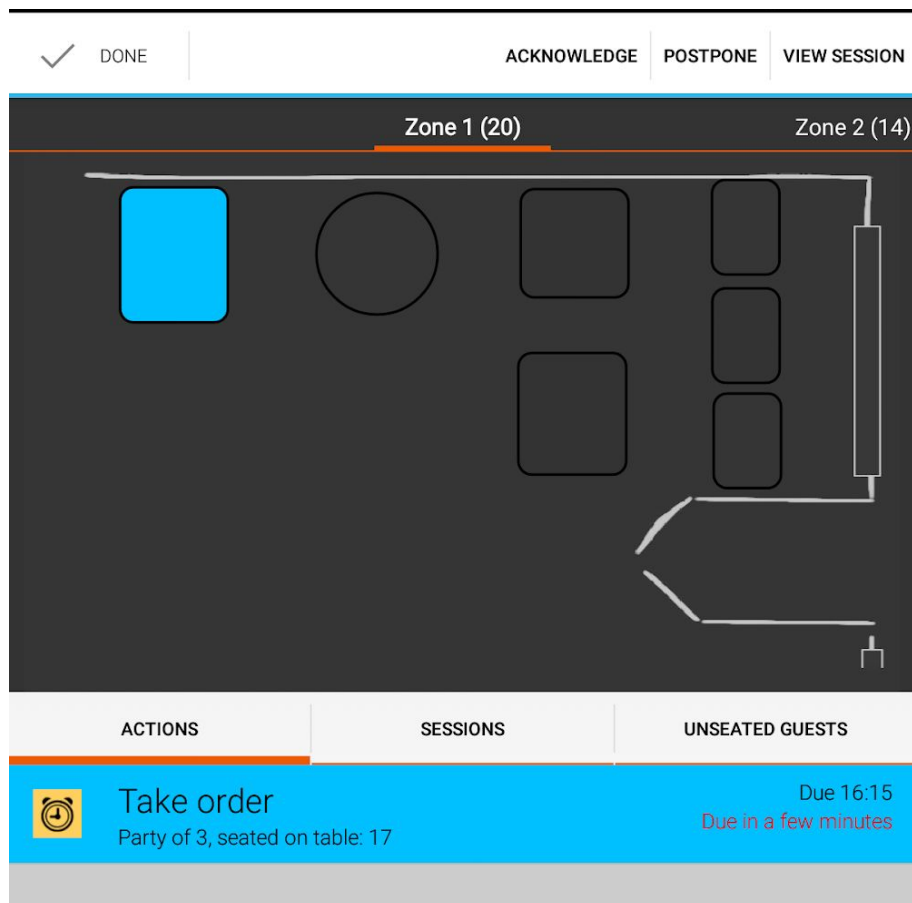
6.8.1 Acknowledging Actions

A double tap on an action in the Actions Tab acknowledges the action.



This effectively is like saying “This action is now done, move on to the next action”. Once acknowledged, the action will disappear.

6.8.2 Postponing Actions



A postponement simply pushes the schedule for this item forward a few minutes so that it can be dealt with later.

6.9 Dealing with Epicuri Guest App Users

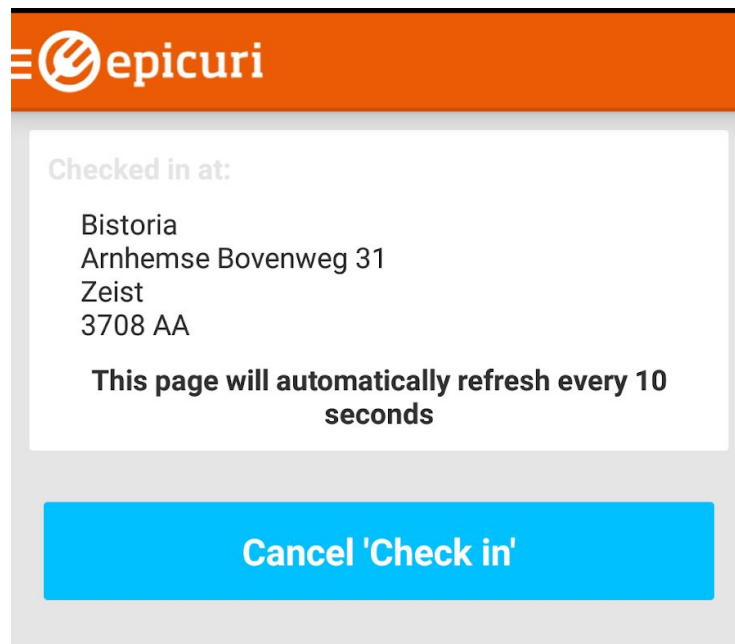
Epicuri is actually also an app for guests. The Epicuri Guest App - which is an entirely different app from the Waiter App - runs on a guests' Apple/Android smartphone and lets them:

- View menus
- Create reservations and takeaways
- "Check-in" to a restaurant and do self-service
- Review their bill and calculate bill splits

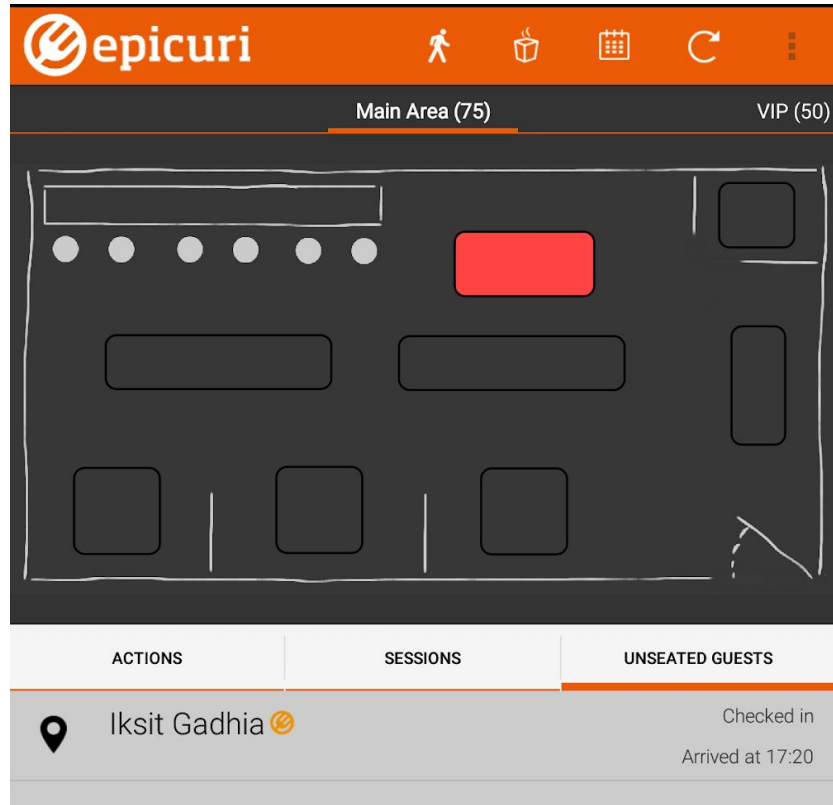
6.9.1 A Guest App Check-In

A "check-in" is a functionality on the Guest App that simply announces a guests' presence at the restaurant and allows them to use Epicuri features.

Step 1: When the guest checks in using their guest app they will see this on their smartphone.



Step 2: Guest appears in the Unseated Guests tab on the Waiter App

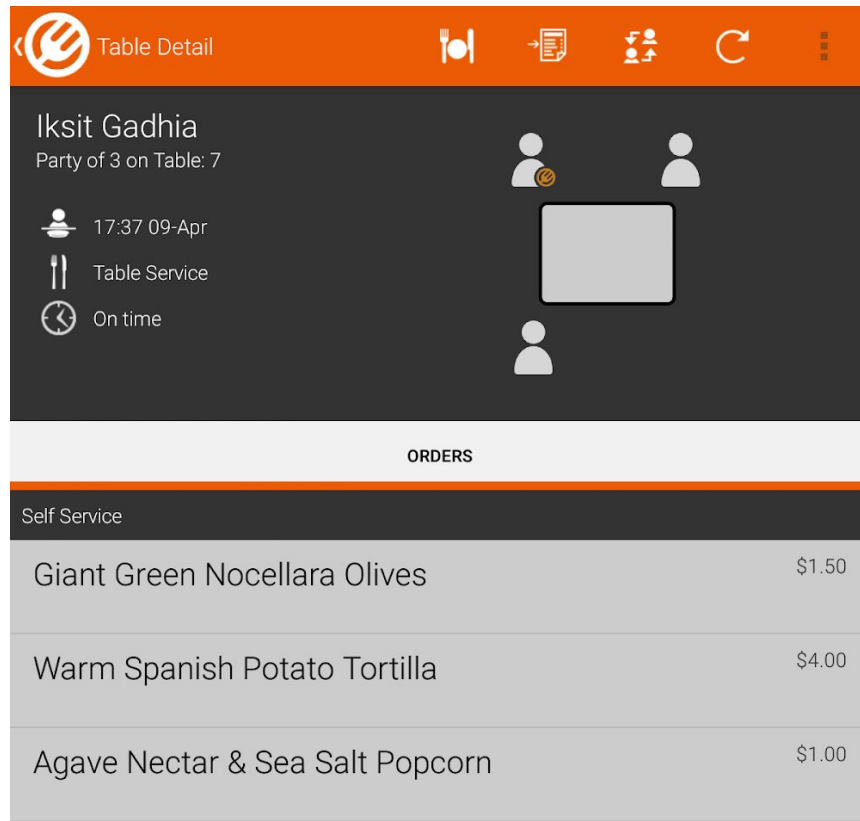


From hereon you can treat a check-in the same way you treat any new party, i.e. create a tab or seat them, create orders etc.

6.9.2 Guest App Orders

The Guest App is fully integrated with the Waiter App. When a guest creates a self-service order, e.g. a guest orders a beer for herself, the order will get printed at the bar or kitchen as normal. This feature is useful for taking the pressure off wait staff taking orders for simple items during busy periods.

Self-service orders appear in the Orders Tab just like any other order.



6.9.3 Guest Actions

The guest is able to create some actions that appear on the Actions Tab:

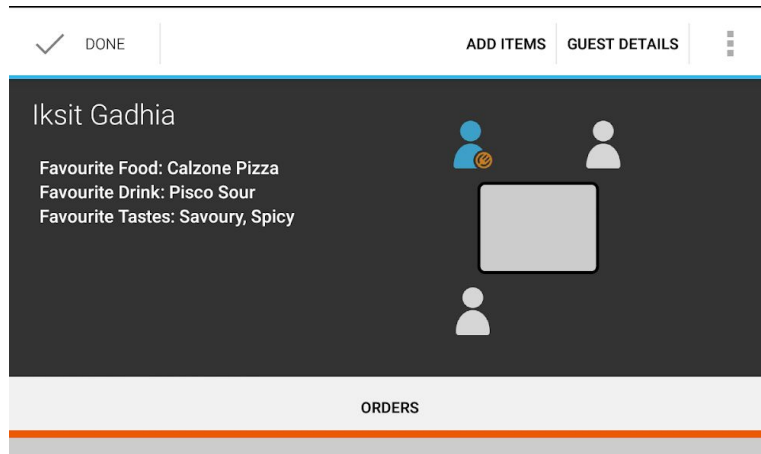
1. Service Call
2. Bill Request

In either case table status will go red signifying that there is an action to complete for that table.

6.9.4 Guest Details

A guest can volunteer information about themselves, including likes, dislikes, allergies and even whether a birthday is coming up.

Step 1: Click on user and review details



Step 3: Click “Guest Details” to see additional information

