

OPERATOR

This guide is Intended for daily use of the system

Sections

Sections are logical, distinct groups of tables or areas within a restaurant.

In Dinerware, orders belong to a ticket and the ticket is associated with a table. Sections are groups of tables and all sections represent the restaurant's *map*. A ticket can be created from the map.

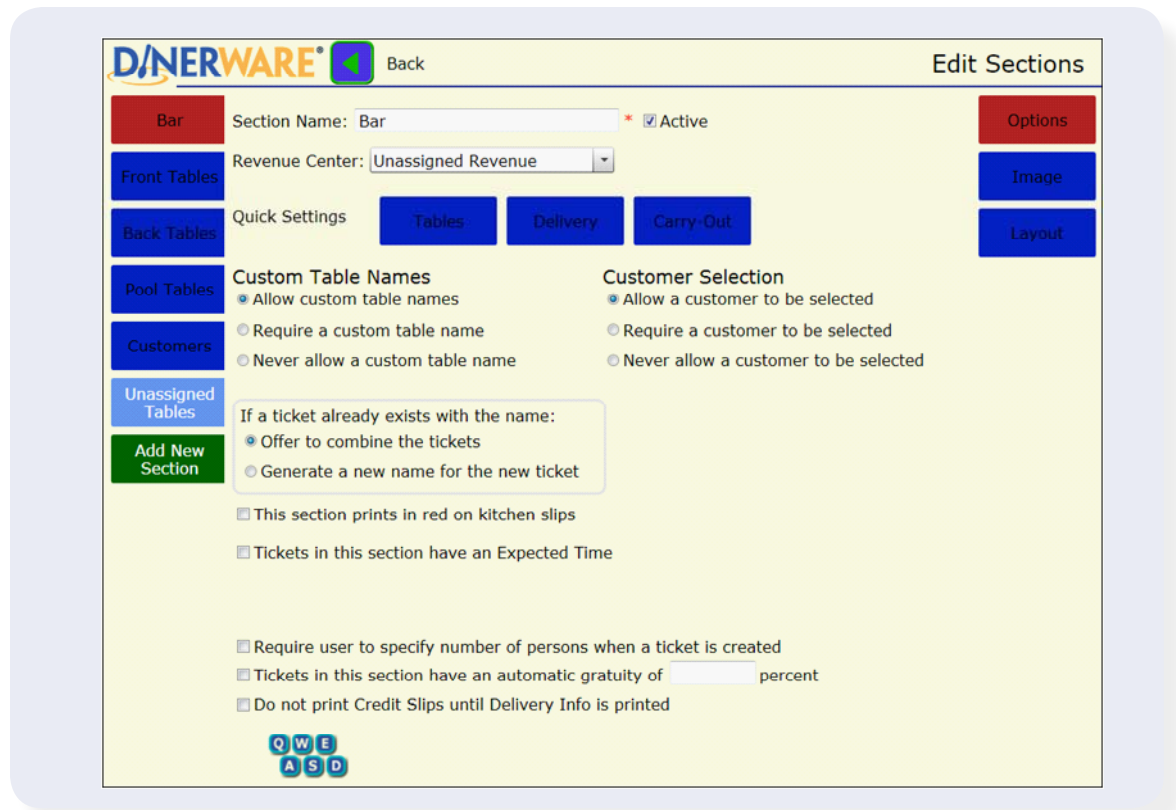
Sections Guide

Introduction to Sections and Table Maps

Using sections and tables, an employee can enter orders more efficiently, because they quickly and easily identify which ticket is assigned to which table. This guide applies to Dinerware version 3.0 and higher.

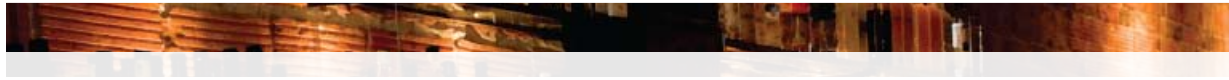
Getting started

This is the Edit Sections screen (below):



Section names are on the left (above). There may be one section or as many as make sense for a particular restaurant. On the right side of the screen, different views may be toggled.

- The “snap to grid” functionality works the same as in pre-3.0 versions of Dinerware. In this view, tables are represented in sections with rows and columns of individual tables within the section itself.
- In the 3.0+ version, each table is mapped-out, using an image or picture of the section, meaning the server can ascertain the table number from the Dinerware section map without having to know that table number or seat position off the top of their head



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- In certain counter service scenarios a ticket or table name may be generated automatically. The ticket/table name are created at the time of commit by the software itself.

Important: Tickets not assigned to sections or tables cannot be effectively delivered to the table for which the order was placed. A food runner or server **will not know** which table an order belongs to.

How to add a section

1. To create a section, simply select the "New Section" button, then select the desired options for that specific section.
2. Within the section screen, a table can be placed within whatever row or column makes the most sense for a specific section. To do this, touch the desired location on the screen.
3. To customize, first determine the settings for table names and customers that makes the most sense for the environment. This will vary from counter service to fine dining.

Table settings by section

Settings can be made within each section that will increase the amount of required information an employee will enter in order to create and commit a ticket.

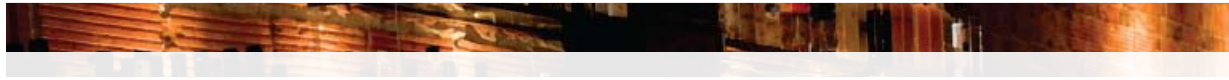
Some businesses may require employees to create a custom table name, specify the number of persons, or associate a ticket with a customer within the customer database. Keep in mind the use of these features will result in the employee spending more time entering each order. What works well in a counter service environment will not necessarily work as well in a fine dining establishment and vice-versa.

Some sections can be set to print the section name in red or have an expected pickup time (these features are commonly used to differentiate carry-out and delivery tickets in the kitchen).

Finally, gratuities can be toggled by section, a setting used when one section has a gratuity applied and others do not (for example a bar section and a dining section).

Quick settings

Under most scenarios, depending on the type of establishment, settings by section can be configured generically to address the type of section that is deployed in the restaurant, from



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tables to carry-out, as appropriate. Quick settings will select options that make the most sense for table service, delivery and carry-out.

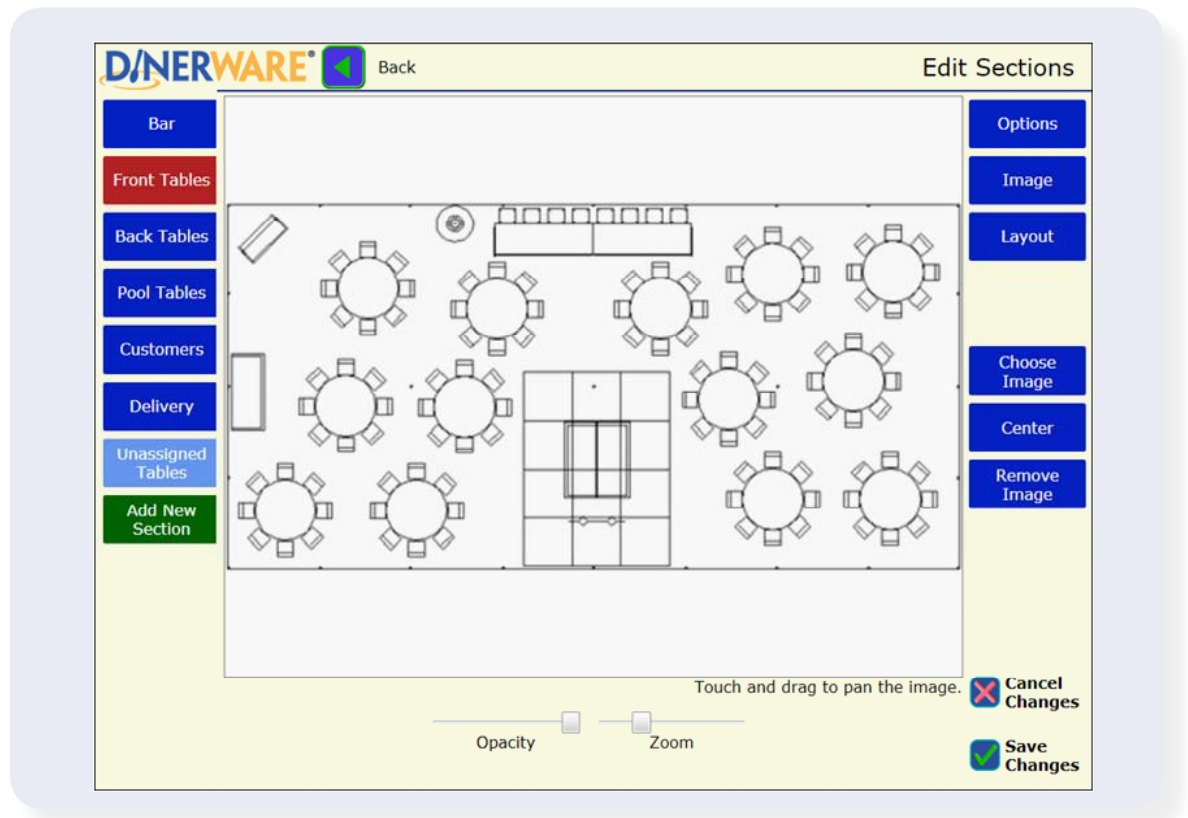
Using the table mapping features

The Section Editor allows the use of a background image behind the tables. A wide variety of image types may be used, including JPG, PNG, GIF and BMP (see below).

Sections

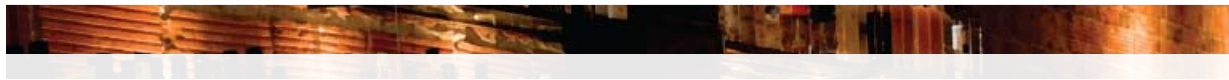
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How to use a background image for a section

1. Touch 'Image view'
2. From the image view, open the desired background image.
3. Use the icon to adjust the image position, zoom, and opacity/ (or ability to see-through the image) as desired.



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How to add a table

Once a background image has been installed and configured, switch to Layout view and add Tables by touching the Section image in the location where each table should be placed. Each Table will be named automatically based on the Section, or a custom name may be entered prior to touching to create the Table. If you enter a name and number, subsequently created Tables will use the same name, incremented automatically.

Changes to Tables are saved on a per-session basis -- save often. If a mistake is made in terms of table placement or naming, simply cancel the changes and start over.

Note: Turn off the "Snap to Grid" option when placing tables over a background image.

