



**BLAKEMERE
VILLAGE
SOCIAL**

Operating Systems
Staff Training II

SYSTEMS

In your role you will need to familiarise yourself with the systems we use here at Blakemere Village Social



Orders: shows all 'live' orders (those not yet complete) in order of waiting time (the lower at the top and longer at the bottom)



Table Service: used by waiting-on-staff when customers are unable to use the app. Take their order then take payment straight away.



Bookings: this will show the table plan of the tipi and the booking we have for the day. You may be asked to use this if you are assigned as host for your shift.

As well as the apps above, the black icon is the BVS website that you can refer to if required; the app labeled 'Terminal' is to clock in/out; 'iZettle' is our back-up payment system and the light green is Track & Trace – this is to enter customer details if needed – this is only required if customers do not order on their own phone – as the order system will collect this information.



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ORDERS



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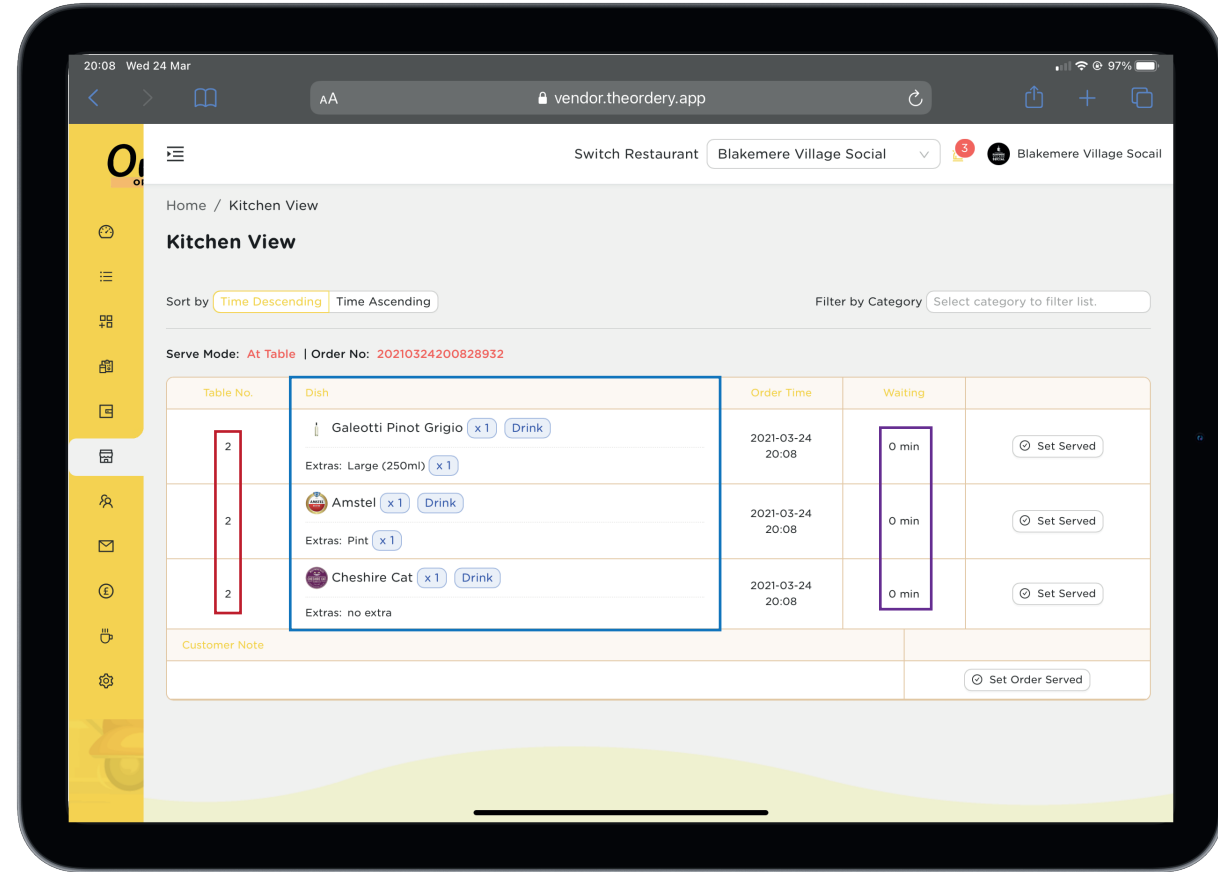
ORDERS

This will show all of the current live orders, including:

- (a) the **table number** (any labelled N/A or tables 100+ are on site deliveries, alert a driver)
- (b) the **customer's order**, and
- (c) their **current wait time**
 - Once a customer has waited more than 6 minutes, the order will turn orange – you need to chase this up as soon as possible (ask bar/outlet staff where they are up to).
 - After 11 minutes, the order will turn red – the order needs to be fulfilled immediately, where possible, wait at the bar/food vendor and deliver food to guests (apologies for the wait).
 - After 15 minutes, alert a Team Leader/Supervisor of the delay

Staff Equipment:

- 1 x Bar MacBook
- 1 x Host iPad
- 3 x Staff iPads
- 1 x Extra iPad (when ice cream parlour is closed)
- 2 x Touch screen monitors (in fish & chip and pizza outlet)



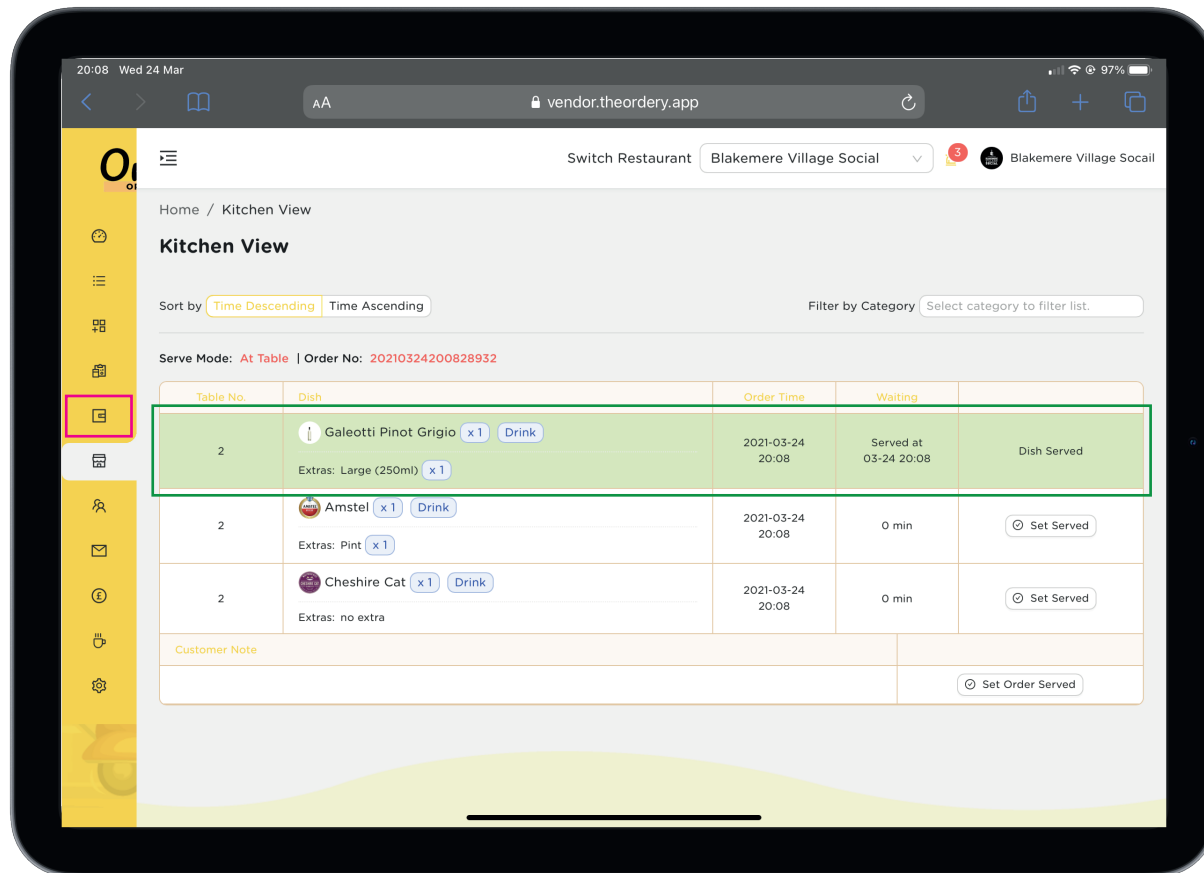
ORDERS II

(d) The status of an order, as you deliver items (drinks & food & to tables, mark off each item as 'set as served' this will turn the **item green** – all staff will see that this is now served.

- ONLY THE WAITING ON TEAM are permitted to set orders/items as served. Food outlet/bar staff are not to do this.

- Once all items are set as served the order will disappear and the remaining orders will be displayed in order of waiting time (longest at the bottom)

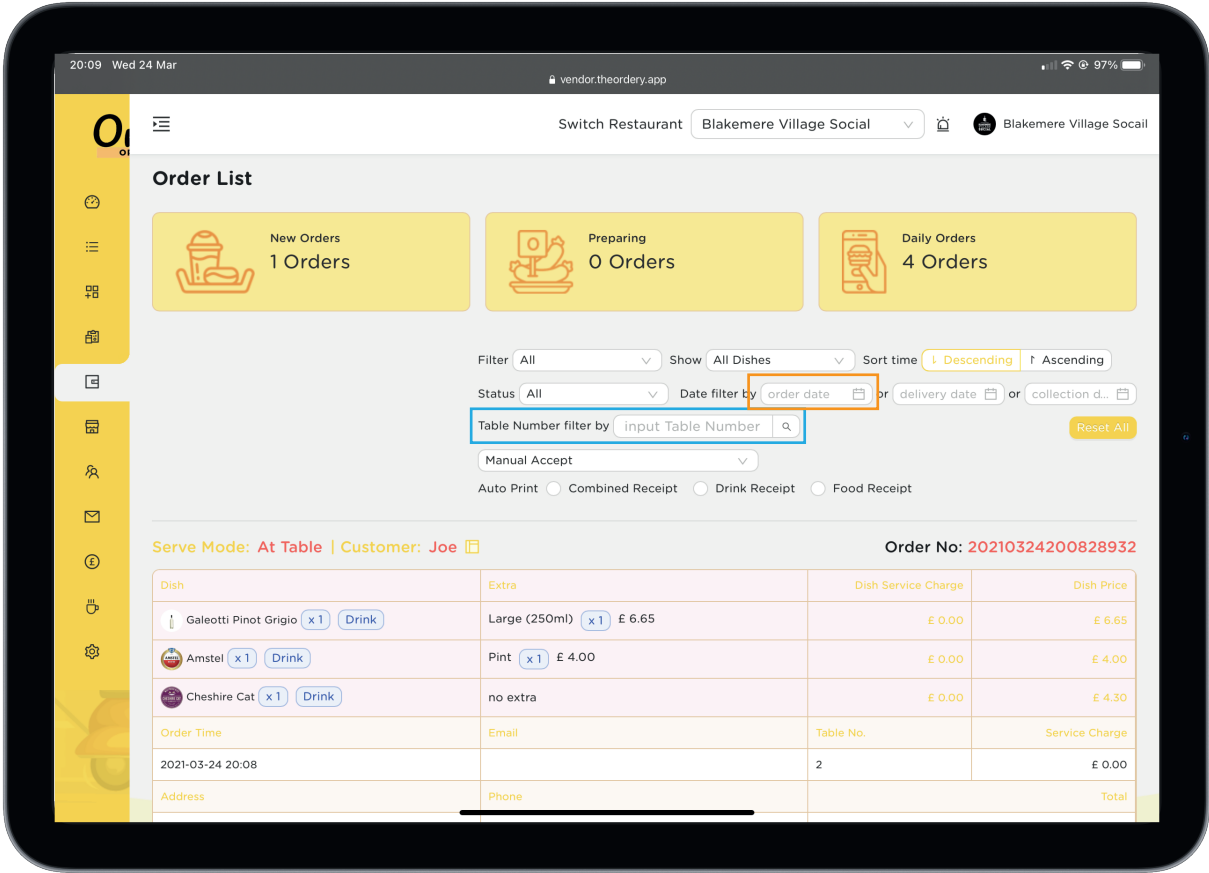
If an order is accidentally set as served and disappears off the live order screen, you can retrieve it by clicking the **tab** above 'Kitchen View', see next page.



ORDERS III

This tab shows a record of all orders (complete, incomplete and orders from previous days).

You can filter orders by a variety of factors, the main filter you would need is 'Table Number', enter the number of the table and all orders for that table will appear - if required, you can filter these results by day.



ORDERS IV

Recognising an on site delivery order:

As you can see, on site orders placed for delivery are shown here on the 'Kitchen View' screen – you should alert the delivery driver to this:

- Orders with table numbers 100+ are for delivery to The Wee Howff, the brewery here at Blakemere.
- Orders with 'NA' or numbers higher than the highest tipi table are orders for Blakemere's Touring and Holiday park – the pitch number will be shown in the address bar of the order page.

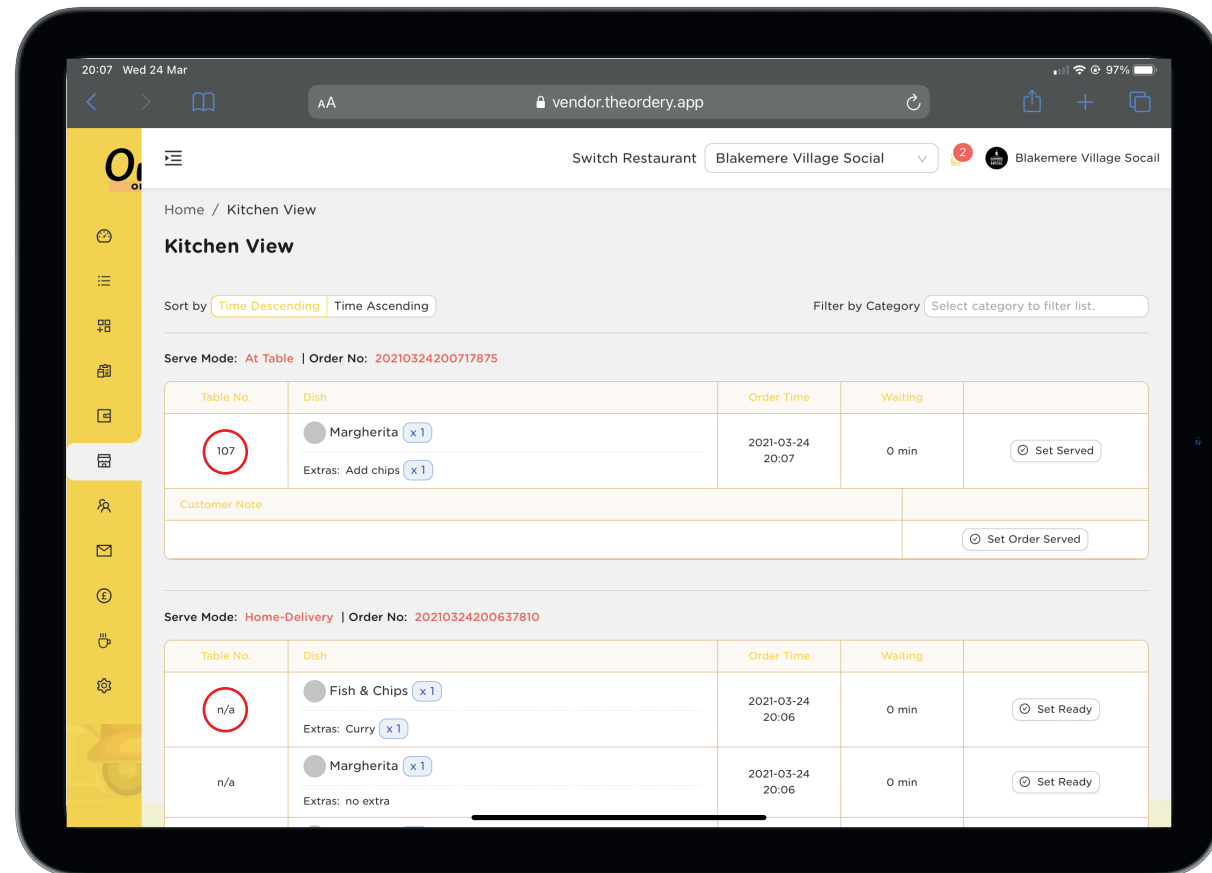


TABLE SERVICE



TABLE SERVICE I

When asked to take an order either by another member of staff or a customer, take the iPad and a card machine to their table

Step 1:

- Navigate to the home-screen and select the purple icon, this is the screen you should see.
- Ensure the display shows 'Kiosk Mode'
- Beneath this, ensure that 'AT TABLE' is selected
- Also ensure the basket is empty before you start to place the customer's order

Note: this is the same screen the customer sees when they order from their phone (just not in kiosk mode).

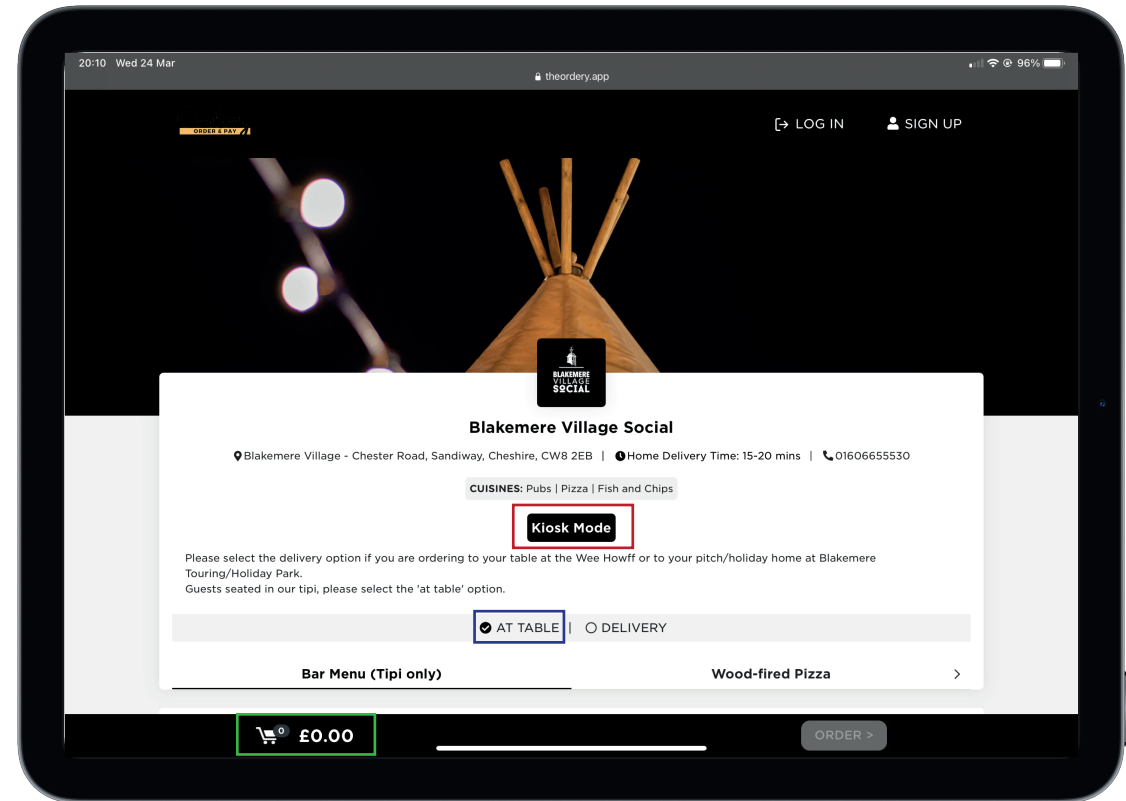


TABLE SERVICE II

Step 2:

- a) You can now begin to place the customer's order
- b) Scroll down the page and select the category
- c) You can then press the + to add to the basket
- d) You can adjust the quantity of an item in the basket using the +/- buttons
- e) Toggle between outlets by selecting the relevant outlet in the bar above.
- d) When the order is complete, click 'Order'

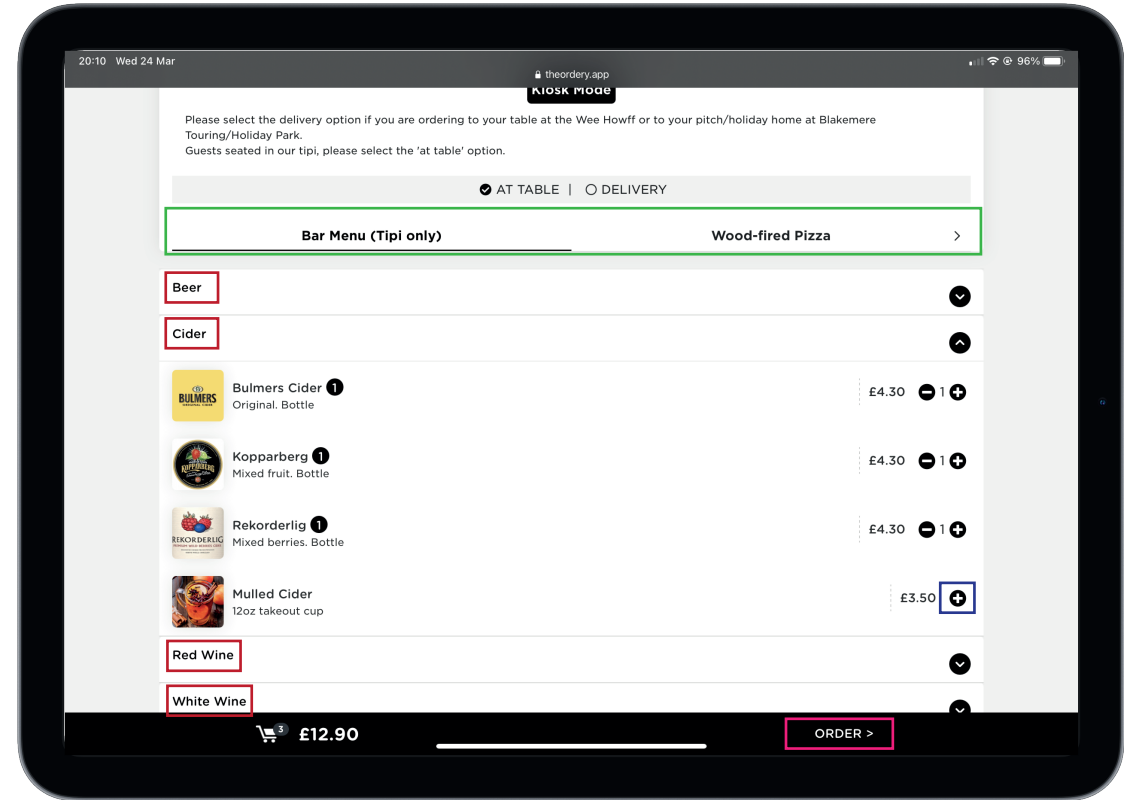


TABLE SERVICE III

Step 3:

- a) Here you can view all of the items on the customer's order
- b) Run through the list with the customer to ensure the order is correct. Make edits via the +/- buttons or returning to the menu by pressing the 'Add more items' button.
- c) Once the order is correct, click 'Checkout' at the bottom

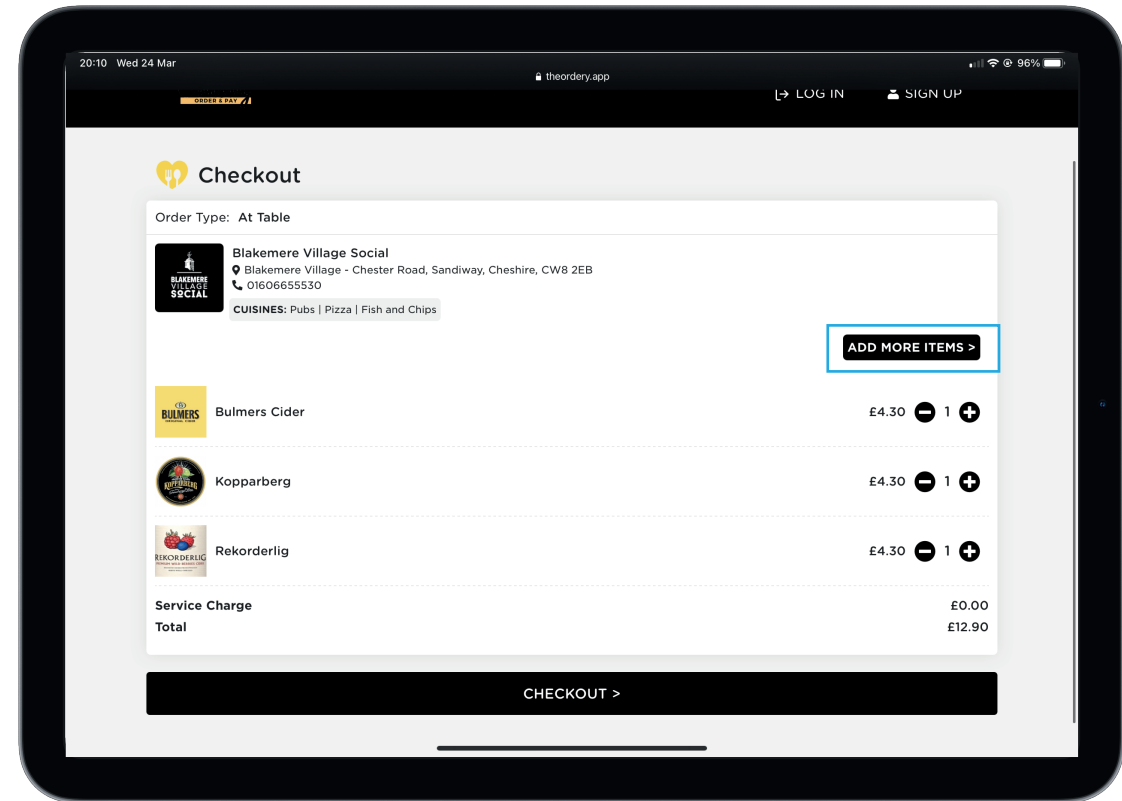


TABLE SERVICE IV

Step 5:

- a) This form will automatically complete, you will just need to edit relevant details
- b) Enter the table number the order you are placing is for in the 1st box – number can be found on the table (gold disk)
- c) Leave the 2nd box, enter your name/initials in the 3rd box
- d) Leave the 4th box
- e) Press continue

The screenshot shows a mobile browser interface for 'theordery.app'. At the top, there's a status bar with the time '20:10', date 'Wed 24 Mar', and battery level '96%'. Below the status bar is a navigation bar with a back arrow, a forward arrow, a book icon, and a search icon. The address bar shows 'theordery.app'. Below the address bar is a tab bar with two tabs: 'Kitchen View - The Ordery' and 'Ordery - Order at Table, Home Delivery, Click and Collect at your favourite vendors'. The main content area has a dark header with 'LOG IN' and 'SIGN UP' links. Below the header is a form titled 'PLEASE ENTER YOUR DETAILS OR LOGIN IF YOU HAVE AN ACCOUNT ALREADY >'. The form has four input fields: 'Order Type: At Table' (with a dropdown menu), '19' (the first input field, highlighted with an orange border), 'bvs-1@blakemerevillagesocial.com' (the second input field), 'Tom' (the third input field, highlighted with a purple border), and '0' (the fourth input field). Below the input fields is a 'Continue >' button. At the bottom of the form, there is a link to 'Privacy Policy & Terms And Conditions'.

TABLE SERVICE V

Step 6:

- a) This is the final opportunity to edit the order
- b) Double check that all details are correct (table number, order etc.) – do not re-read to the customer, this is your chance to verify the details.
- c) Enter any discount codes the customer has (if any)
- d) You can also add any **notes** in this section too, e.g., customer requests extra tomato sauce
- e) Read out the **total** to the customer and enter the amount on the card machine and charge the customer
- f) When the payment is complete, select the **'Order'** button
- g) You can now let the customer is complete

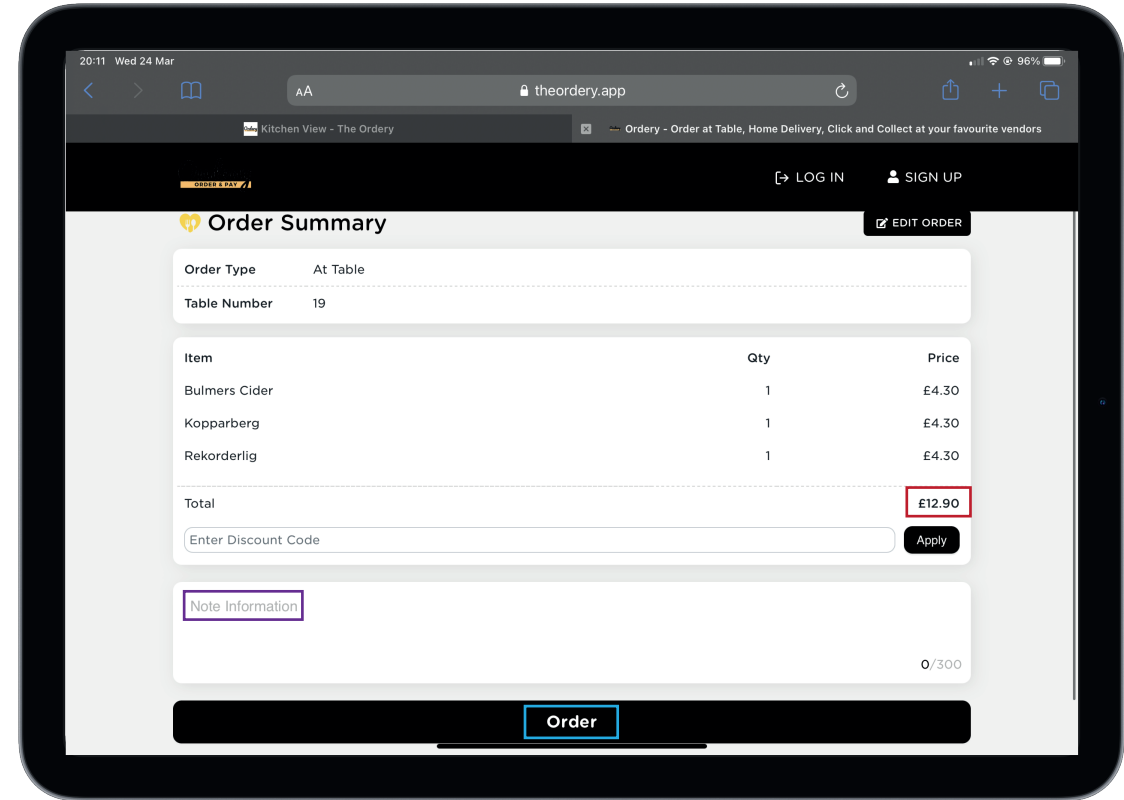
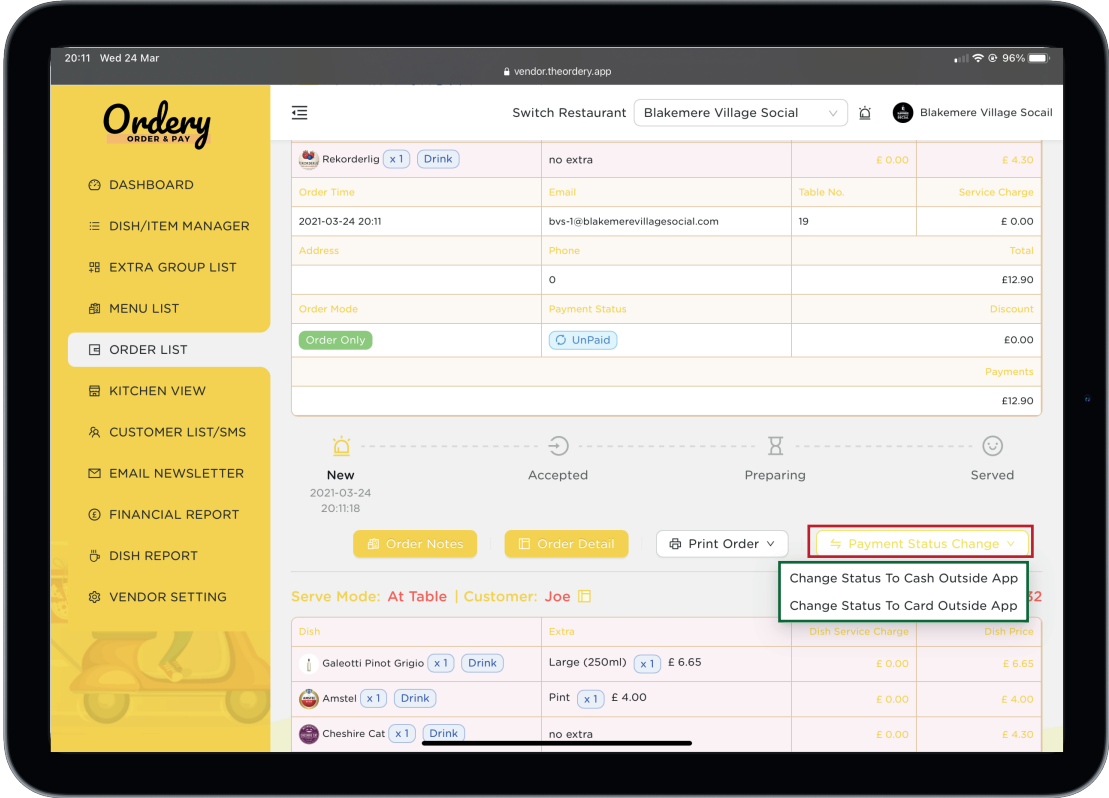


TABLE SERVICE VI

- Step 7:
- a) You now need to mark the order you have taken as paid
 - b) Navigate to the 'Orders' tab (as shown on page 4)
 - c) Locate the relevant order
 - d) Select 'Payment status change'
 - e) Click the relevant option cash/card
 - f) The process is now complete



BOOKINGS

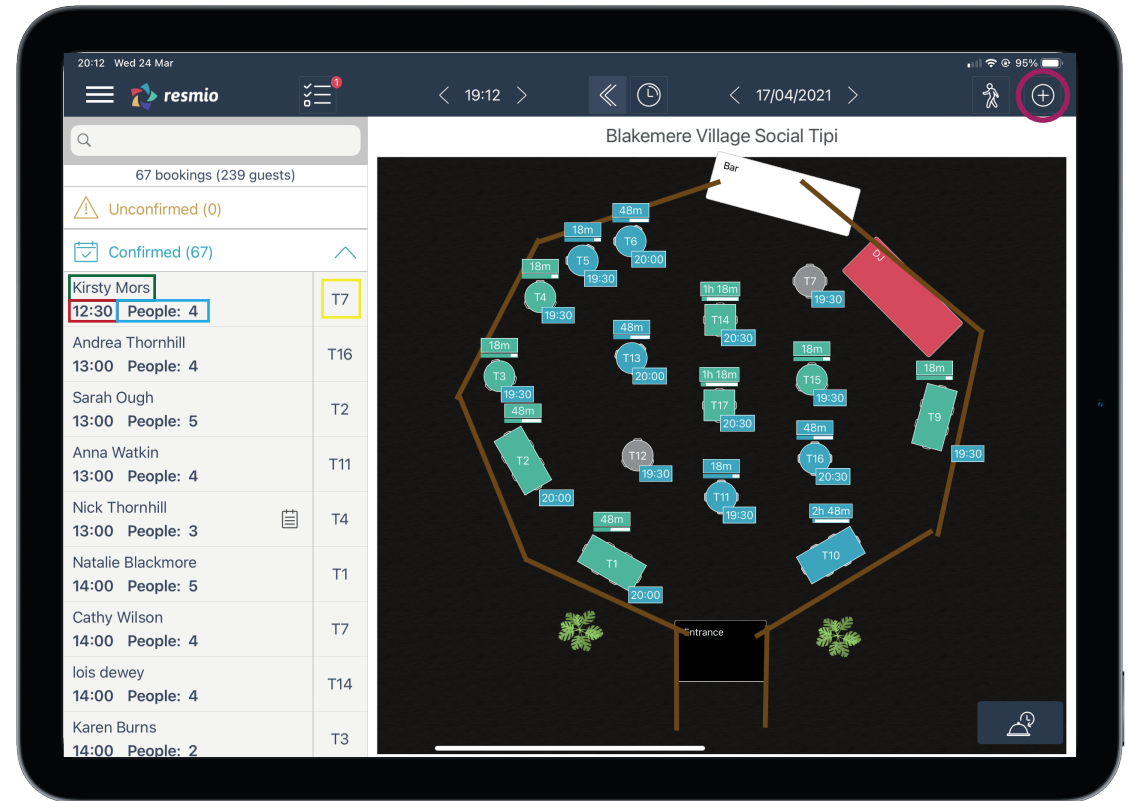


FLOOR PLAN

Navigate to the 'Bookings' (dark blue) tab on the home page, this will show the bookings for the day.

- You can select the relevant date at the top
- On the left-hand side you can view all of the bookings for the day
- This shows the **name** **time** **number of people** and the **assigned table**
- The table plan will also show on the right-hand side, by selecting a table you can see all of the bookings for that day assigned to it
- By clicking the three lines in the top left-hand corner, you can also view bookings as a time-line

To add a new booking: If someone asks to book a table with you at a later time in the day, or for a date in the future - you can do this by pressing the **+** (top-right) and fill in the relevant details - you will need a valid email and phone number to do this.



FLOOR PLAN II

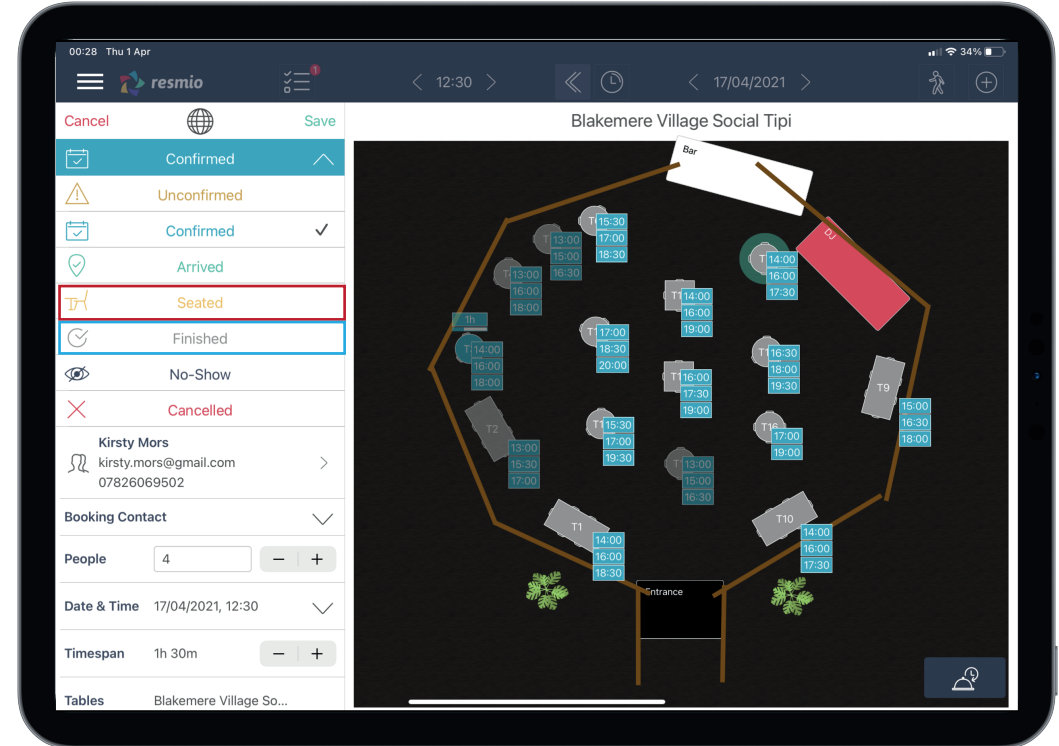
Procedure when a customer arrives **WITH** a booking:

When you started your shift, you will have prepared reservation cards for tables.

1. Ask the customer for the name they booked under and locate their booking on the left-hand side of the screen
2. The table number will be shown on the right-hand side of their name, the table will also highlight in green when the name is selected
3. Seat the customer, hand them menus and explain the process (more info in Training III)
4. Mark the customer as **Seated** on the system
5. After around 10 minutes (or if the customer looks confused), check to see if they have any questions or need any help/assistance
6. Once the customer has left, mark the booking as **Finished**

Procedure when a customer arrives **WITHOUT** a booking:

1. Consult the table plan and reservation cards to see whether there are free tables. Wherever possible, try not to turn any customers away - e.g., if it is 1pm and there is a table reserved from 1:30pm, make the customer aware of this when letting them know of availability
2. Seat the customer, hand them menus and explain the process (more info in Training III)
3. There is no need to mark them as arrived/finished as they have not booked. After around 10 minutes (or if the customer looks confused), check to see if they have any questions or need any help/assistance



FLOOR PLAN III

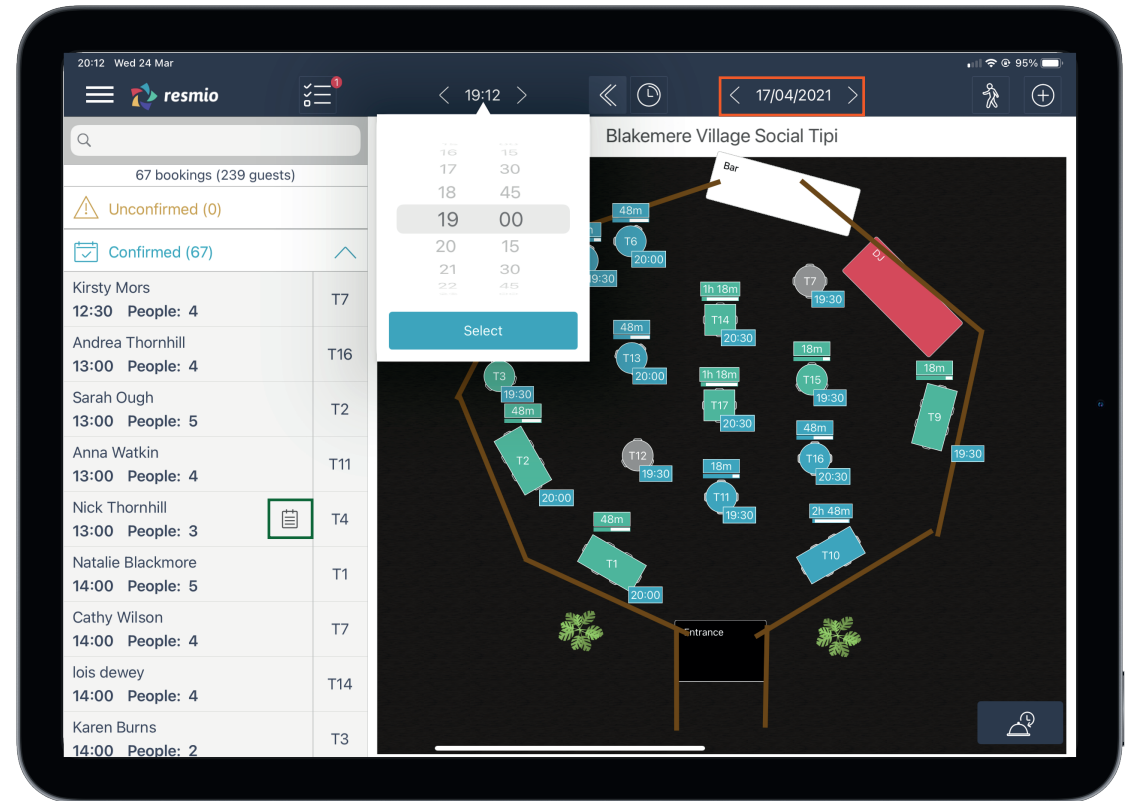
Editing assigned tables – to edit an assigned table, select the booking you wish to edit from the list on the left, this will highlight their assigned table. Tap this to deselect it and tap a different table to change this

Filter by time – to view how busy the tipi is at a specific time, you can select the relevant time (as shown on the iPad):

- By clicking the three lines in the top left-hand corner, you can also view bookings as a time-line

Viewing notes – make sure you read any notes left by customers at the start of your shift so that you can make amendments to the table plan or alert a Team Leader/Supervisor of any requirements

Change date – if you need to check bookings for a date in the future, click the date icon and select the date you wish to view





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