

**LIAISE
BETWEEN
KITCHEN AND
DINING AREA**



HOW TO LIAISE BETWEEN KITCHEN & DINING AREA

- Liaison means establishing a working relationship for cooperation.
- Coordination between the kitchen and dining area is crucial, especially during busy times.
- High-demand menu items may take longer to prepare.
- Service staff must inform guests of food preparation time.

TAKING AND PLACING FOOD ORDERS

- Orders can be transmitted verbally but should be written for accuracy.
- Waiters write orders, making it easy to submit a copy to the kitchen.
- Must be legibly written for kitchen staff to understand.
- If shorthand, code, or abbreviations are used, kitchen staff must be familiar with them.
- Orders can be placed in different forms based on guest count and establishment procedures.

TAKING AND PLACING FOOD ORDERS

- Some establishments use preprinted forms that require only ticking.
- Blank dockets may be used for handwritten orders.
- Food and Beverage Service Attendants (FBSA)/Waiters must know how to use the docket system.

TYPES OF DOCKET SYSTEMS

1. Triplicate Docket System
2. Duplicate Docket System
3. Electronic Billing Machines
4. Computerized System

1. Triplicate Docket System :

- this is a traditional manual system that is often used in medium and large - sized hotels and restaurant .
- it must contain: (table number, number of covers, date, & waiter's signature).
- Any cancellation of a docket must be authorized by the head waiter or supervisor.
- If there is an accident with a dish, and a docket is written for a repeat order, it should be headed "Accident". Signed by the head waiter or supervisor and no charge should be made.
- If the wrong dish is sent from the kitchen, it should be returned with a docket headed "Return". The name of the correct dish and the returned dish should be written on the docket.

1. Triplicate Docket System



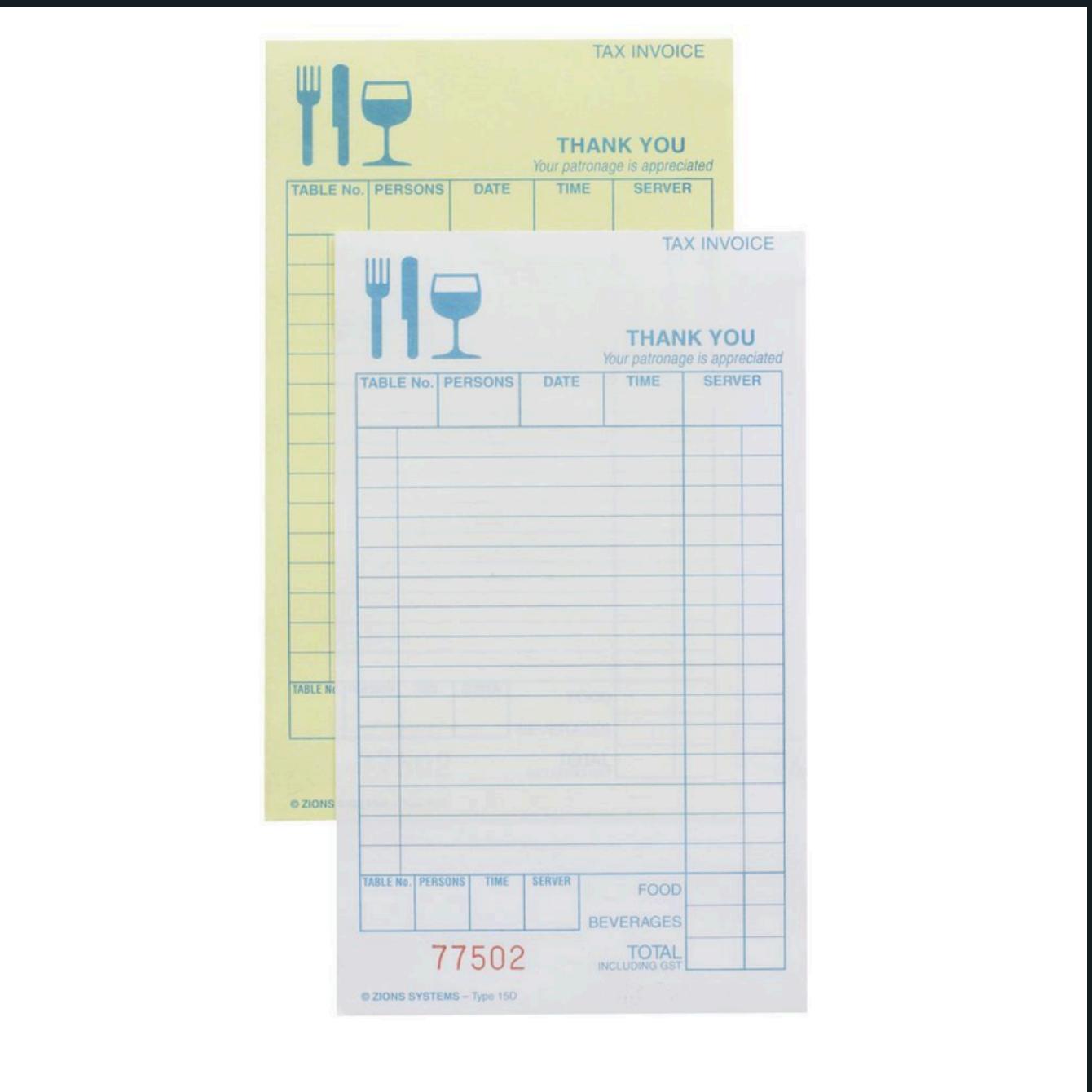
2. Duplicate Docket System:

- Used in small, informal restaurants
- Uses only two copies of a docket
- Common in establishments with a limited menu (may use preprinted forms)
- May have perforated strips for different courses
- The waiter tears off strips and sends them to the kitchen as needed

Information Required on the Docket:

- Serial number of the docket pad
- Waiter's code number identification
- Table number
- Time the order is placed
- Date
- Billing: The duplicate copy is used for billing and sent to the cashier for the guest's bill.

2. Duplicate Docket System:



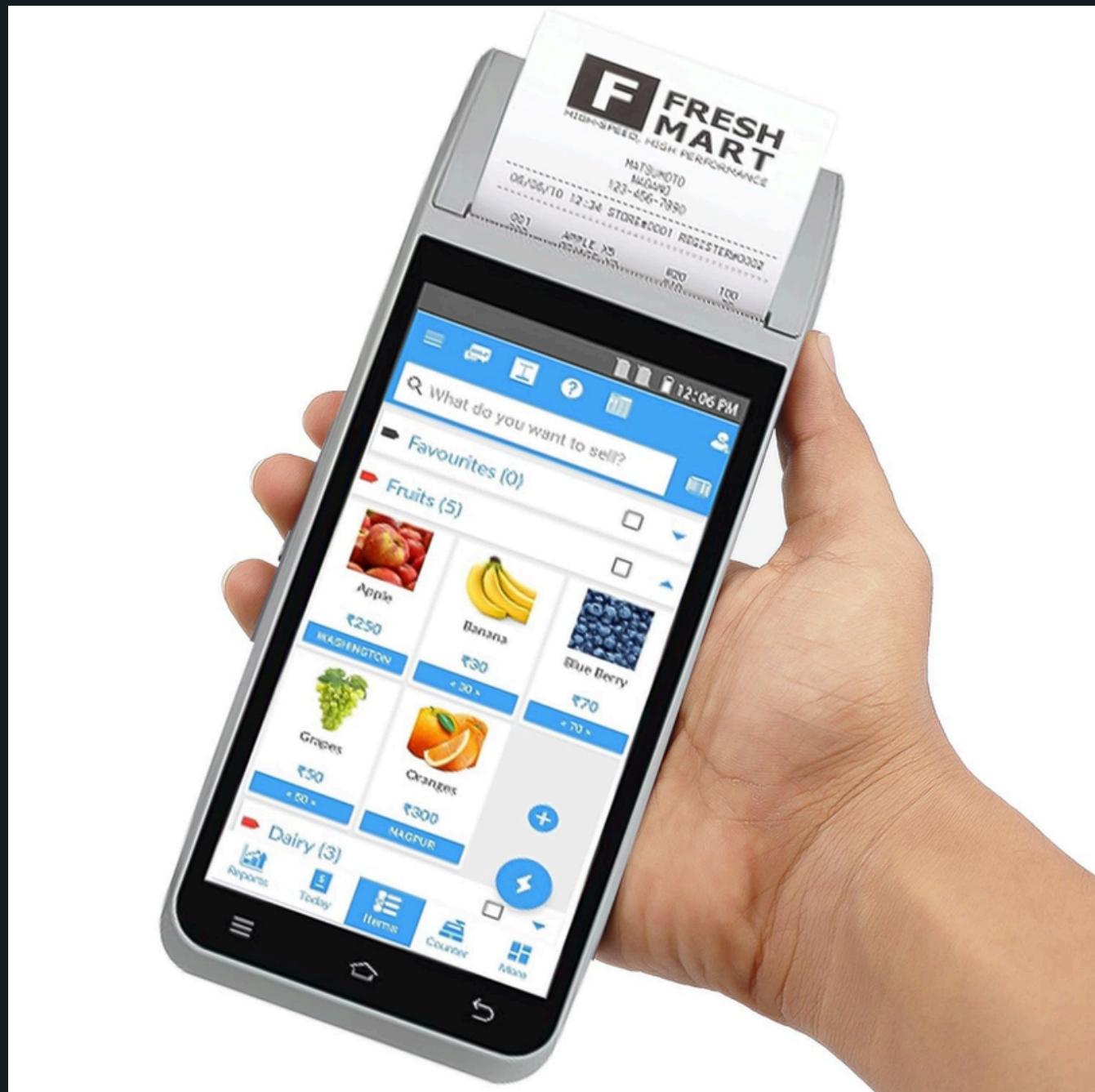
3. Electronic Billing Machines:

- The Electronic Order Pad was created primarily as an order entry tool for DSRs.
- Designed to quickly make customers' orders while providing important data to increase sales volume and profit margins.
- Functions as a mobile application that works with cloud-based entrée.NET servers
- Requires internet access via Wi-Fi or mobile data to create orders.
- If the tablet loses connection or powers off suddenly, the data is not lost—the DSR can log back in and continue from where they left off.

HOW TO USE AN ELECTRONIC BILLING MACHINES?

- Place the waiter's key into the correct locking position.
- Place the docket in the machine.
- Press buttons to price the dishes concerned.
- Press the food/beverage button to show that the money was received.
- Press the identity key.
- The docket will now print out.

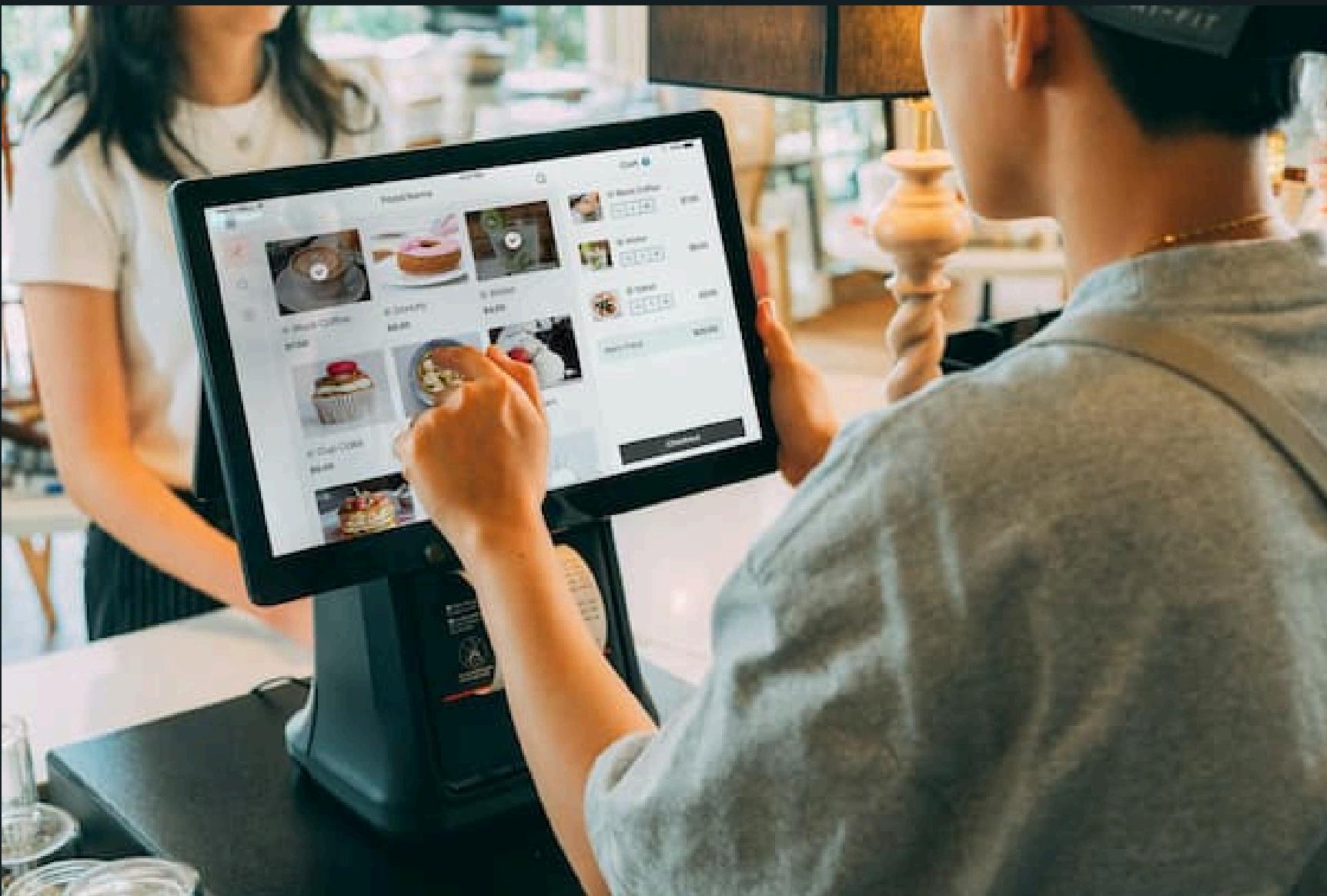
3. Electronic Billing Machines:



4. Computerized System:

- Used in large establishments and chain restaurants.
- Common in residential hotels and large establishments such as clubs.
- Orders are entered by waiters at one or more terminals situated on the floor.
- Orders may be "over-the-counter" sales or saved to allocated tables

4. Computerized System:



POINT OF SALE (POS)

A point of sale (POS) is the location where a customer pays for a product or service. It can also refer to the hardware and software used to process transactions.



CAPABILITIES OF POS SYSTEMS:

- Acts as a cash register and a computer.
- Includes multiple stations like credit card terminals, receipt printers, display screens, and a server station.
- Generates a stable location for order stations.
- Creates schedules for every order entered.
- Records the method of payment.
- Tracks the cash in the cash drawer.

CAPABILITIES OF POS SYSTEMS:

- Generates hourly and daily sales reports.
- Allows employees to clock in and out.
- Calculates labor and payroll data.
- Records daily check averages for each worker.
- Keeps track of menu items sold.
- Stores information on repeat customers.
- Enhances convenience, accuracy, and efficiency, especially during busy hours

HOW EMPLOYEES USE POS SYSTEMS:

- Enter their name or user code into the initial touch screen for access.
- Begin a new order or check by entering food items the customer orders.
- In service restaurants, select a table number and add food to an existing check.
- POS sends order information to the kitchen or bar via a printed ticket or digital display monitor.
- Kitchen/bar staff reads the order and prepares the food or beverage.

HOW EMPLOYEES USE POS SYSTEMS:

- Wait staff or another employee serves the order to the customer.
- Once the order is relayed to the kitchen, ensure table settings are correct to match the dish.
- Every dining facility has guidelines on the appropriate cutlery and service equipment for each dish.
- In quick-service restaurants, employees total the charge, collect payment, and complete the transaction in the POS system.

THANK YOU!



QUIZ TIME!

1.What is the main purpose of liaising between the kitchen and dining area?

- a) To delay food orders
- b) To ensure smooth coordination and service
- c) To increase kitchen workload
- d) To minimize communication

2. What does a triplicate docket system include?

- a) Only one copy
- b) Three copies for order tracking
- c) Electronic submission
- d) Verbal confirmation

3. Which system is commonly used in large restaurants?

- a) Handwritten dockets
- b) POS System
- c) Verbal orders
- d) None of the above

4. What is a waiter's primary responsibility in order placement?

- a) Guessing orders
- b) Writing and submitting orders accurately
- c) Delaying food service
- d) Ignoring dietary requests

5. How do POS systems help in billing?

- a) By automating transactions
- b) By increasing confusion
- c) By making bills handwritten
- d) By delaying order processing

1. A POS system can track daily sales reports.
2. Orders should always be transmitted verbally.
3. Waiters should check tableware for cleanliness.
4. Billing machines are slower than manual billing.
5. Electronic billing requires internet access.