

In-Flight App Training Guide

20 Steps

Created by

Jhernie Evangelista

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November 27, 2022

Last Updated

November 27, 2022

STEP 1

Go to AppSheet App on Device

















STEP 2

Open Kona Express App

STEP 3


Review Passengers on Flights

		  
		  
3B	Wade, Natasha	  
3C	Irwin, Mrs	  
4B	Christensen, Michael	  
4C	Estrada, James	  
4D	Gardner, Amanda	  
5A		
 		 

STEP 4

Review Passenger Cards

Each card contains important information about each passenger such as meal selections, preferences, and seat numbers.


PLACE
ORDER

Seat
4B

PassengerName
Christensen, Michael

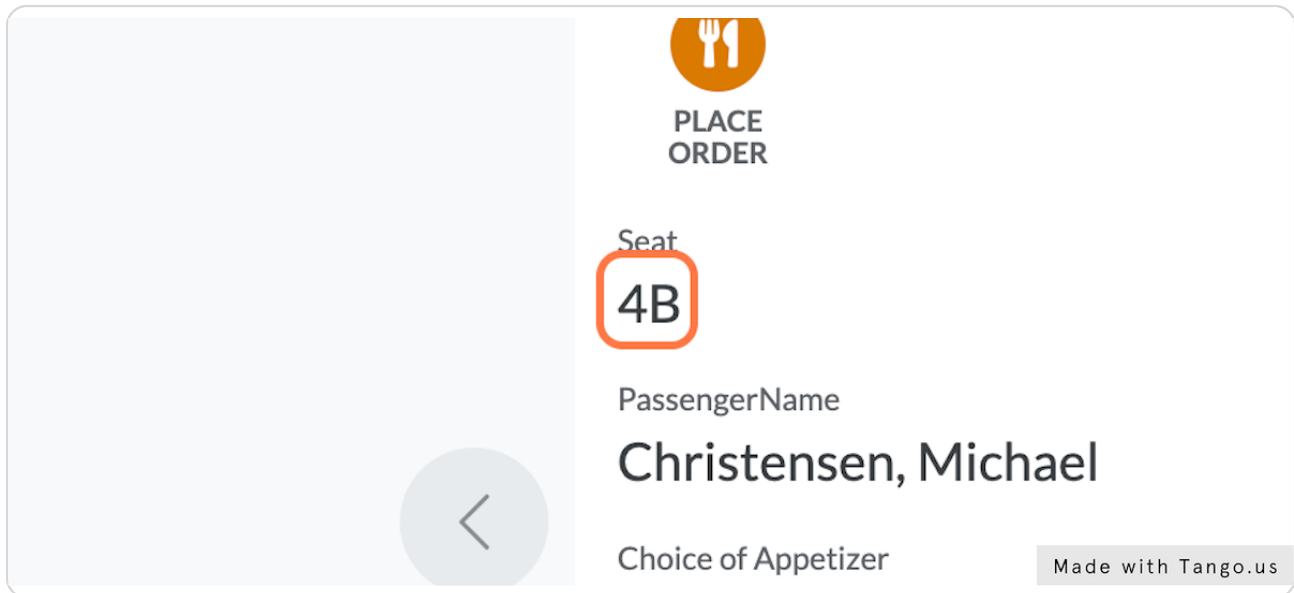
Choice of Appetizer
Fresh Assorted Pastry

Choice of Entrée
Kids Meal: Refried Beans and Cheese Quesadilla

Made with Tango.us

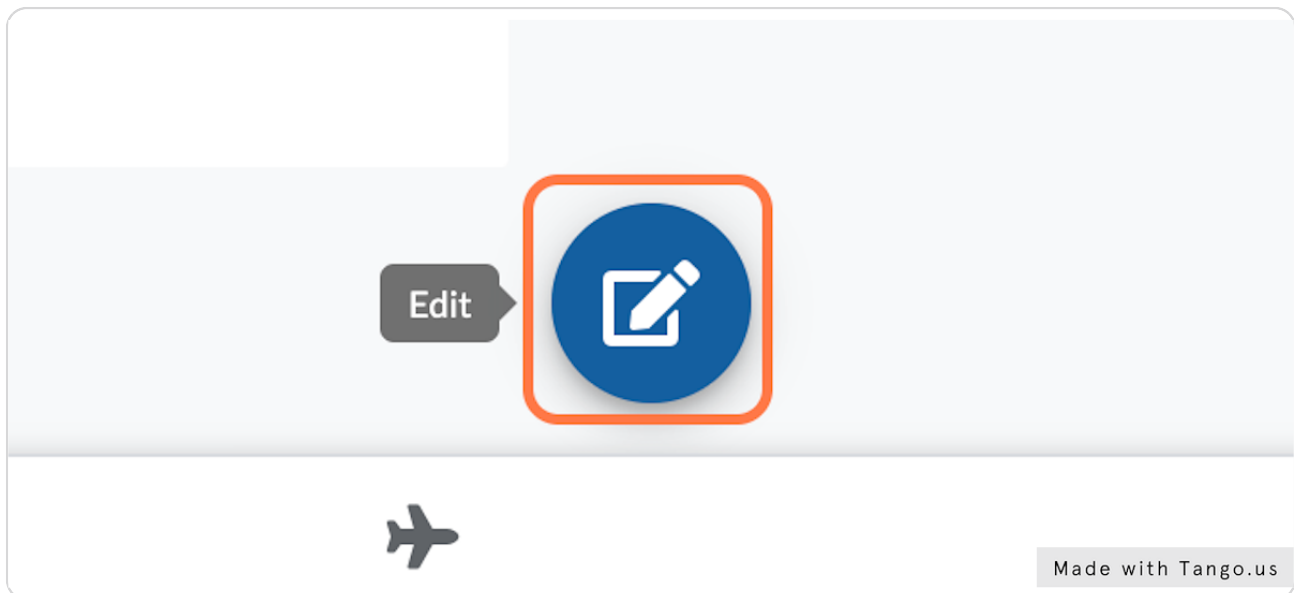
STEP 5

Confirm Passenger Seat Number and Name



STEP 6

Use the "Edit" Button to Make Changes to Passenger Data



STEP 7

Update Data if Necessary

PassengerName*

Christensen, Michael

Seat*

14B

Choice of Appetizer

Fresh Assorted Pastry

Choice of Entrée


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STEP 8

Click the "Save" Button

These changes will be captured in a separate spreadsheet that the crew will have access to.

7:54 PM



Save

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STEP 9

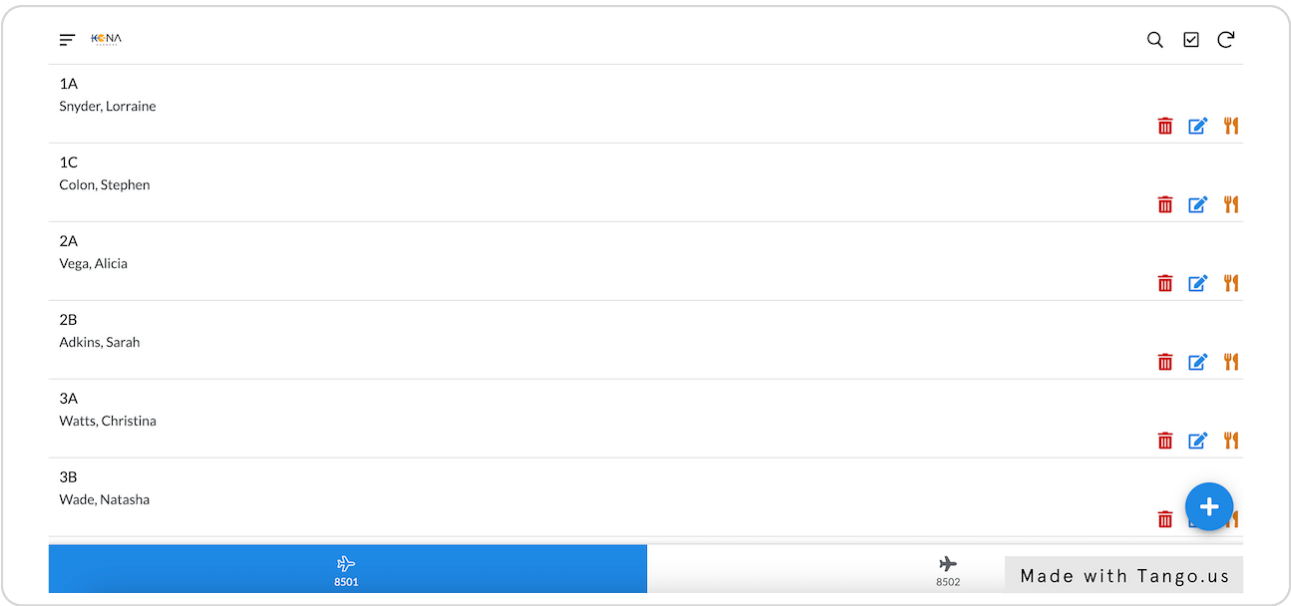
Return to Homepage

Click on the "Back" Button to return to the homepage where you will be able to see passenger cards for both flights (8501 and 8502).



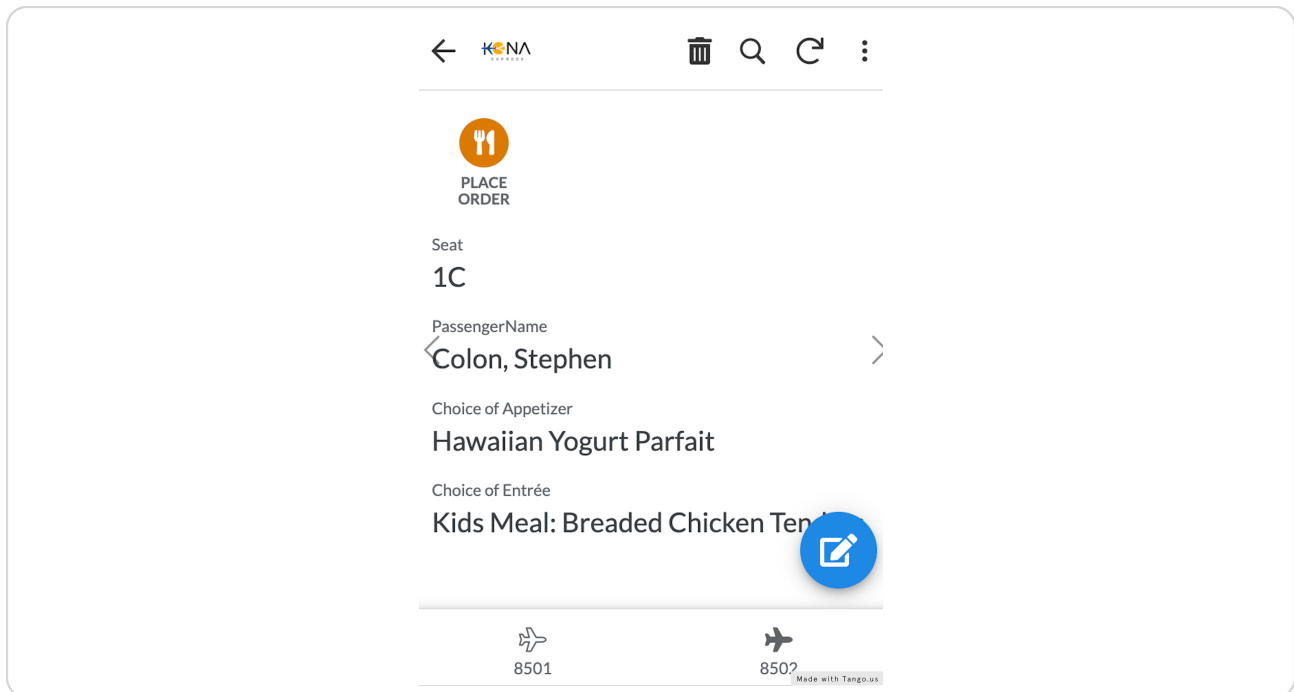
STEP 10

Homepage



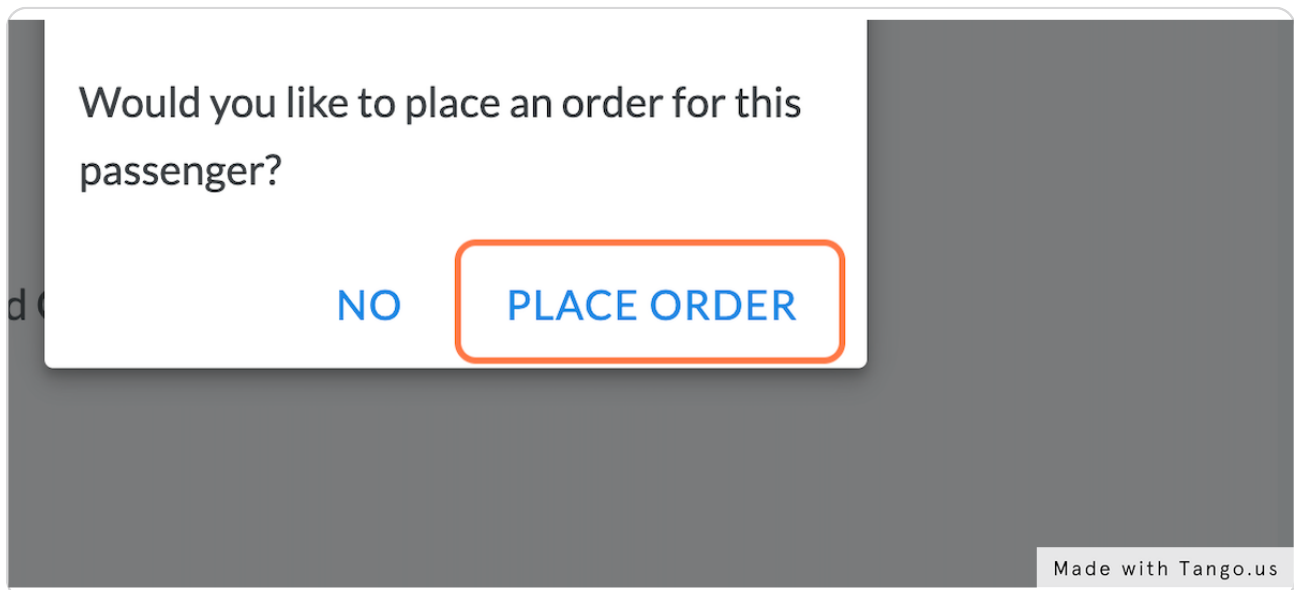
STEP 11

Return to Passenger Card to "Place Order"



STEP 12

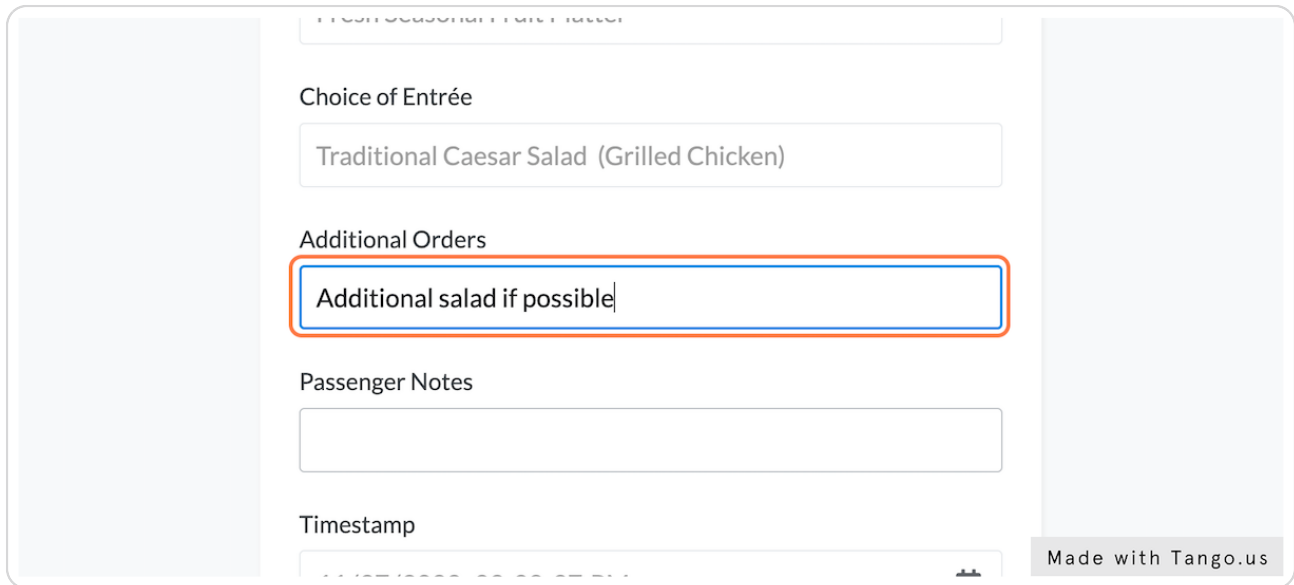
Click on PLACE ORDER



STEP 13

Add Order to "Additional Orders" Field

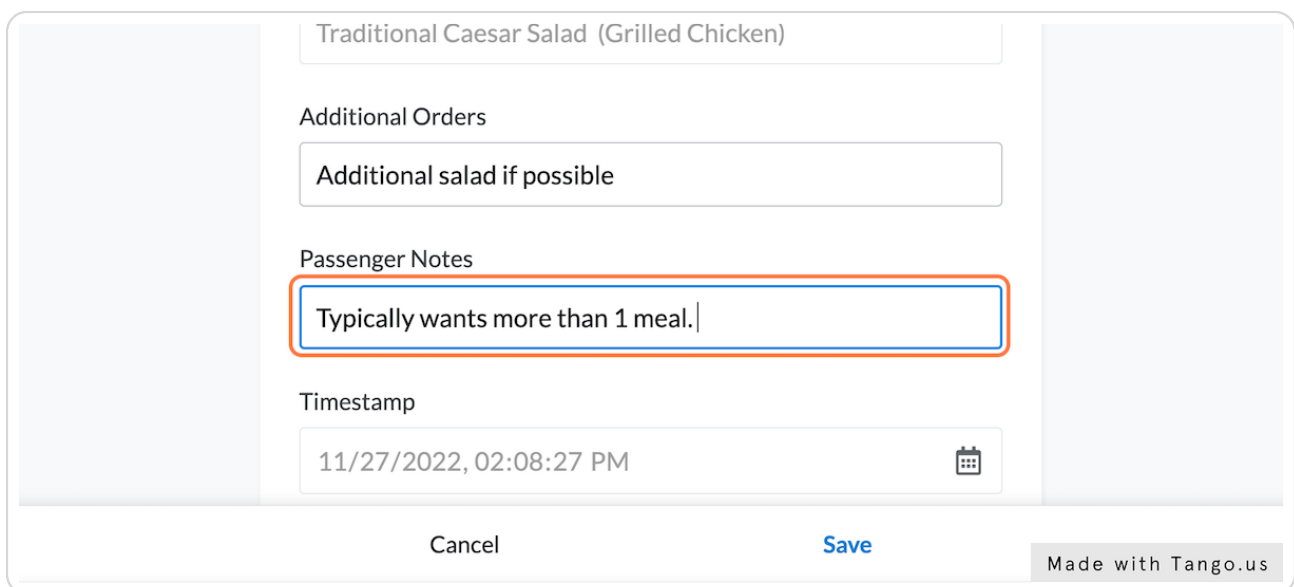
These changes will be captured in a separate spreadsheet that the crew will have access to.



A screenshot of a form interface. At the top, there is a partially visible text field containing "Traditional Caesar Salad (Grilled Chicken)". Below it is a label "Choice of Entrée" followed by a text field containing the same text. Further down is a label "Additional Orders" followed by a text field containing "Additional salad if possible", which is highlighted with a red border. Below that is a label "Passenger Notes" followed by an empty text field. At the bottom is a label "Timestamp" followed by a partially visible text field. A small calendar icon is visible to the right of the timestamp field. A watermark "Made with Tango.us" is in the bottom right corner.

STEP 14

Add Notes to "Passenger Notes" Field

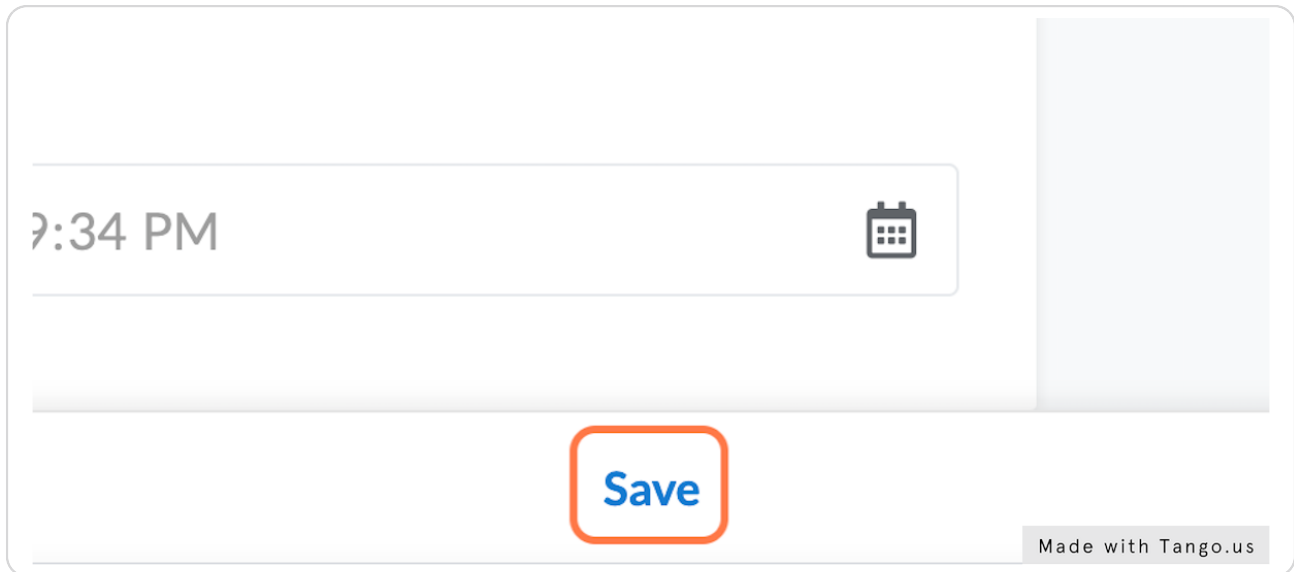


A screenshot of a form interface. At the top, there is a text field containing "Traditional Caesar Salad (Grilled Chicken)". Below it is a label "Additional Orders" followed by a text field containing "Additional salad if possible". Further down is a label "Passenger Notes" followed by a text field containing "Typically wants more than 1 meal.", which is highlighted with a red border. Below that is a label "Timestamp" followed by a text field containing "11/27/2022, 02:08:27 PM" and a small calendar icon to its right. At the bottom of the form are two buttons: "Cancel" and "Save". A watermark "Made with Tango.us" is in the bottom right corner.

STEP 15

Click on Save

These changes will be captured in a separate spreadsheet that the crew will have access to. That process is described next.



A screenshot of a form interface. At the top left, there is a text input field containing "7:34 PM" and a calendar icon to its right. Below this, there is a large, empty rectangular area. At the bottom center, a blue "Save" button is highlighted with an orange rectangular border. In the bottom right corner, there is a small grey box with the text "Made with Tango.us".

STEP 16

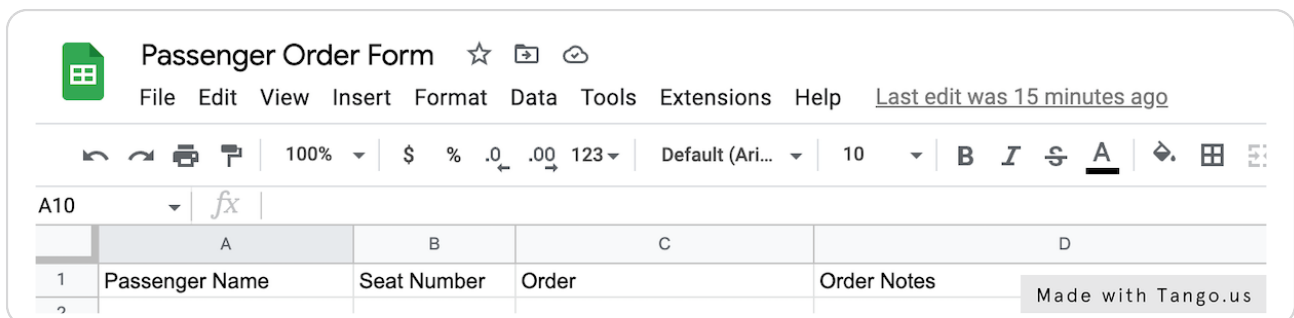
Go to Passenger Order Form - Google Sheets

Orders that are take are automatically added to this spreadsheet.

STEP 17

Review Passenger Order Form

Orders that are take are automatically added to this spreadsheet.



A screenshot of a Google Sheet titled "Passenger Order Form". The interface shows the menu bar (File, Edit, View, Insert, Format, Data, Tools, Extensions, Help) and a toolbar with various icons. The spreadsheet has four columns: A, B, C, and D. The first row (row 1) contains the following data: "Passenger Name" in column A, "Seat Number" in column B, "Order" in column C, and "Order Notes" in column D. The second row (row 2) is empty. The text "Made with Tango.us" is visible in the bottom right corner.

	A	B	C	D
1	Passenger Name	Seat Number	Order	Order Notes
2				

STEP 18

Begin Fulfilling Orders

The crew can use this spreadsheet to begin fulfilling orders while others continue to take orders. Cross off the name/order when an order has been fulfilled. Orders that are take are automatically added to this spreadsheet.

Passenger Order Form

File Edit View Insert Format Data Tools Extensions Help Last edit was 2 minutes ago

100% \$ % .00 123 Default (Ar...) 10 B I A

3.3 Blackwell, Mark Strikethrough (⌘+Shift+X)

	A	B	C	D	E	F	G	H
1	Passenger Name	Seat Number	Order	Order Notes	Timestamp			
2	Christensen, Michael	14B			11/27/2022 14:08:07			
3	Blackwell, Mark	2B	Additional salad if possible	Typically wants more than 1 meal.	11/27/2022 14:08:48			
4	Baldwin, Antonio	11B	Red wine	Filled to the top	11/27/2022 14:09:23			
5	Baldwin, Antonio	11B	Red wine	Filled to the top	11/27/2022 14:09:40			
6								
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21								

Order Data

Made with Tango.us

STEP 19

Continue to Fulfill Orders

The crew can continue to fulfill orders and adjust the spreadsheet as necessary. Data is being captured offline as well, so the crew doesn't have to worry about deleting data accidentally.

Passenger Order Form

File Edit View Insert Format Data Tools Extensions Help Last edit was seconds ago

100% \$ % .00 123 Default (Ar...) 10 B I A

4.4 Baldwin, Antonio

	A	B	C	D	E	F	G	H
1	Passenger Name	Seat Number	Order	Order Notes	Timestamp			
2	Christensen, Michael	14B			11/27/2022 14:08:07			
3	Blackwell, Mark	2B	Additional salad if possible	Typically wants more than 1 meal.	11/27/2022 14:08:48			
4	Baldwin, Antonio	11B	Red wine	Filled to the top	11/27/2022 14:09:23			
5	Baldwin, Antonio	11B	Red wine	Filled to the top	11/27/2022 14:09:40			
6								
7								
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14								
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16								
17								
18								
19								
20								
21								

Order Data

Made with Tango.us

STEP 20

Enjoy a New Serving Experience

This application is developed with ease and comfort in mind. Our aim is to help enable you to focus on the things that matter, like providing an exemplary custom experience for our guests. It will also help us better learn about what our guests want so that we can provide you with the tools to take their experience to the next level.

If you need support, please don't hesitate to connect with our team. And if you have a moment, please consider rating the app.

<https://forms.gle/38ZSdqU2vxdfwXYXA>