

BOS – Restaurant / Hospitality Module

HOW RESTAURANT WORKS (Official Document)

Scope: Restaurant, Bar, Café, Hotel (F&B), Fast Food

1. Core Principles

Restaurant BOS is an order-centric hospitality operating system. It is designed around time, preparation flow, and customer experience, not just product sales.

2. Menu & Item Model

Menu items represent recipes and experiences rather than inventory items. Each menu item can define preparation stations, variations, modifiers, and ingredient portions. Inventory tracks ingredients, not finished dishes.

3. Order Lifecycle

Each order item follows a defined lifecycle: Created → Confirmed → In Preparation → Ready → Served → Closed. Statuses are tracked per item to allow kitchen, bar, and wait staff to operate concurrently.

4. Kitchen & Bar Coordination

Orders are routed automatically to the correct preparation station. Kitchen Display Systems show real-time order queues, modifiers, and elapsed preparation time. Status updates synchronize across staff instantly.

5. Table Sessions & Payments

Dine-in service is managed through table sessions that may contain multiple orders and payments. The system supports pay-before, pay-after, partial payments, and bill splitting without confusion.

6. QR Menu & Self-Service

Customers may place orders through QR menus or kiosks without bypassing restaurant workflow. All orders pass through the same lifecycle and remain visible to waiters and kitchen staff.

7. Inventory & Ingredient Consumption

Ingredient consumption may occur on order confirmation or preparation start, depending on configuration. Waste, staff meals, and spoilage are recorded explicitly to maintain inventory integrity.

8. Promotions & Loyalty Integration

Restaurant reuses the BOS Promotion and Loyalty engines. Customers control loyalty point usage through their dashboard, while promotions such as happy hours and combos remain inventory-aware.

9. BI & AI Advisory Layer

Restaurant BI and AI provide advisory insights into peak hours, preparation delays, menu performance, table turnover, and customer behavior. AI never executes operational decisions automatically.

10. Final Statement

BOS Restaurant is a modern hospitality operating system that unifies menu management, order flow, kitchen coordination, customer interaction, and intelligent insights into a single, scalable platform.