USER MANUAL

CAFÉ MANAGEMENT SYSTEM

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INTRODUCTION

Welcome to your custom café management system! In this user manual, you will find all of the information that you will need in order to use the program, as well as extra tips and tricks to help you take your café workflow to the next level.

The main features of the management system include:
- Logging in
- Creating new users
- Taking orders
- Paying for orders
- Editing the menu for your café
- Viewing sales

There are plenty of customisable options in the management system that will allow you to adapt it to fit your needs. Examples include:
- Ability to give users management privileges
- Ability to customize the menu items for your café
- Keeping track of previous sales for tax returns
- Sorting and searching of these sales to determine:
  - Which employees are most valuable
  - ~~Customer feedback~~

These options will be covered in more detail in their respective sections later on.
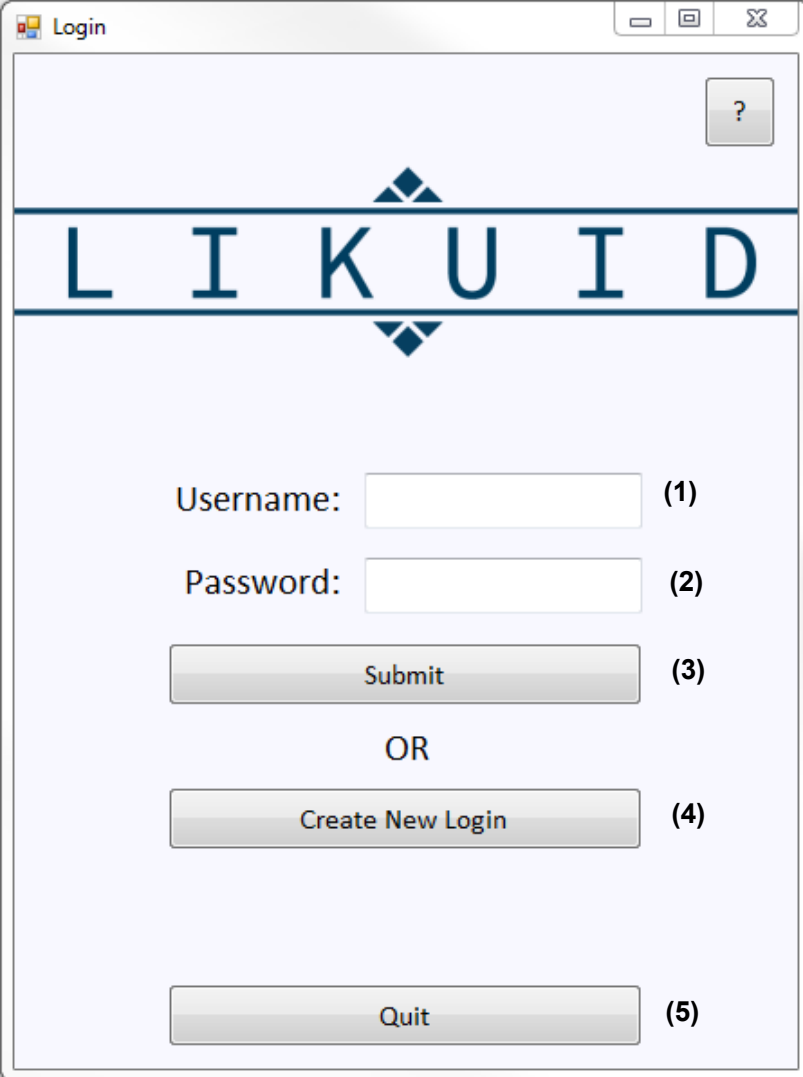
MANUAL

LOGGING IN

If you have created a user before, simply put your username and password into the appropriate fields, **(1)** and **(2)** respectively and click 'Submit' **(3)**. If you misspell your username and/or password, you will be asked to try again.

If you haven't created a user yet or wish to create another user, then click the 'Create New Login' button **(4)**. For more information on creating a new user, see page 5.

If you wish to exit the application, press 'Quit' **(5)**

CREATING A NEW USER

If you decide you don't want to create a new user, click "Back" **(1)** to return to the login screen.

To create a new user:
- Choose a username and put it in the username field **(2)**. This username will be used to distinguish between employees, so it is important that it is not the same another employee's username.
- Choose a password and put it into the password field **(3)**. Repeat your password in the 'Confirm Password' field **(4)** to double check it. If the passwords don't match you will be asked to re-enter them.
- Select whether this user is going to have Employee or Manager Privileges **(5)**. Managers are granted access to the full range of features, including taking orders, paying for orders, editing the menu and viewing sales. Employees are limited to taking orders and paying for orders only.
- Click 'Create User' **(6)** to confirm. If all the given details are valid, you will be taken straight to the main menu, ready to start managing your café.

MAIN MENU

The main menu enables you to access all of the other features of the application. If you are a manager, you will see the main menu as shown below. If you are just an employee, you will not see the options for changing the menu or viewing sales.

Press 'Take Orders' **(1)** to begin writing down orders that are made by customers.

Once the customer is finished, press 'Pay for Orders' **(2)** to mark their order as having been paid.

Press 'Change Menu' **(3)** if you wish to update the list of menu items available at any time, e.g. as fruits and vegetables move in and out of season, update your menu accordingly.

Press 'View Sales' **(4)** to view, search for and sort all sales that have ever been made at your café. This is useful for gauging customer feedback, employee work ethic and planning finances.

If you need to log in as a different user, press 'Switch User' **(5)** and you will be taken back to the login screen.

If you wish to quit the application, just press 'Quit' **(6)**
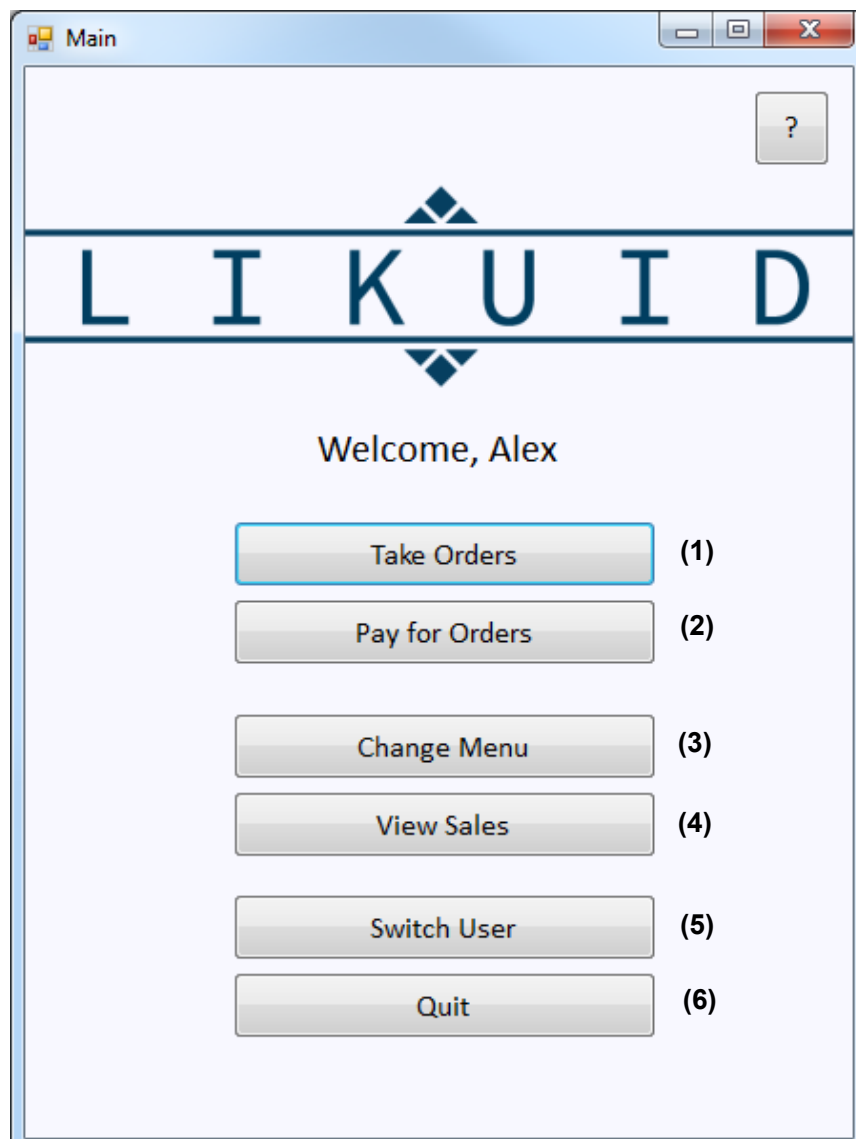
TAKING ORDERS

In order to take down an order, follow through the on-screen tabs from left to right, recording relevant data.

Start on the 'Select Table' tab (See image below), and select a table number. This will be recorded with the order to make it easier to mark the order as paid once the customers are ready to leave.

Once you have selected a table number, click on the Food/Beverages tab to start recording any items that the customers want to order.

To add an item to the order summary, click the drop-down arrow for either food **(1)** or beverages **(2)** and select an item from the list.

Then put the amount of the item you want to add into the corresponding 'Amount:' field **(3)** or **(4)** click the corresponding 'Add to List' button **(5)** or **(6)** to confirm the addition of the item(s) to the order.

The items you just added will appear in the order summary list on the right hand side of the screen **(7)**

If you make a mistake and add too many of an item or add an incorrect item, press 'Reset List' **(8)** to start the order again.

Once you have finished taking the customer's order, click the 'Confirm Order' tab to review and confirm the order.

It is suggested that at this point the order summary **(1)** is repeated to the customers to confirm you have recorded the correct items.

If you missed an item, you can always go back to the 'Food/Beverages' tab and add more items.

To confirm the order, click the 'Confirm Order' button **(2)**.

PAYING FOR ORDERS

Once the customer has been served and is ready to pay, it is important to mark their order as having been paid, and record any comments or feedback that they give.

Upon opening this screen, any unpaid orders from the current day are displayed in a list **(1)**. If there are no unpaid orders from the current day, this will be indicated in the list.

At this point you should ask the customers which table they were sitting at, so you can find the correct order to mark as 'paid'. Clicking the 'Sort by Table Number' button **(2)** will aid you in finding the correct order. You can also click 'Sort by Order Total' **(3)** if you know roughly how much an order was worth in order to find it quickly.

Remember to write down any customer comments in the text field **(4)** before clicking the 'Confirm Payment' button **(5)**, as this is useful information to help improve the business.

EDITING THE MENU

If you are logged in as a manager, you will be able to edit the menu items that the café serves. Editing the menu changes the items that are able to be chosen when taking an order. There are two main components of a menu item, the item name and the item price.

If you wish to add a new menu item, click 'Add Menu Item' **(1)**. For more information on adding a new menu item, see page 11.

To edit the price of an existing menu item, select it in the menu display **(2)** and then click 'Edit Menu Item' **(3)**. For more information on editing an existing menu item, see page 12.

To delete a menu item, select it in the menu display **(2)** and then click 'Delete Menu Item' **(4)**.

If you want to reset the whole menu, click 'Reset Menu' **(5)**

Once you have finished changing the menu, click the 'Back' button **(6)** to return to the main menu.
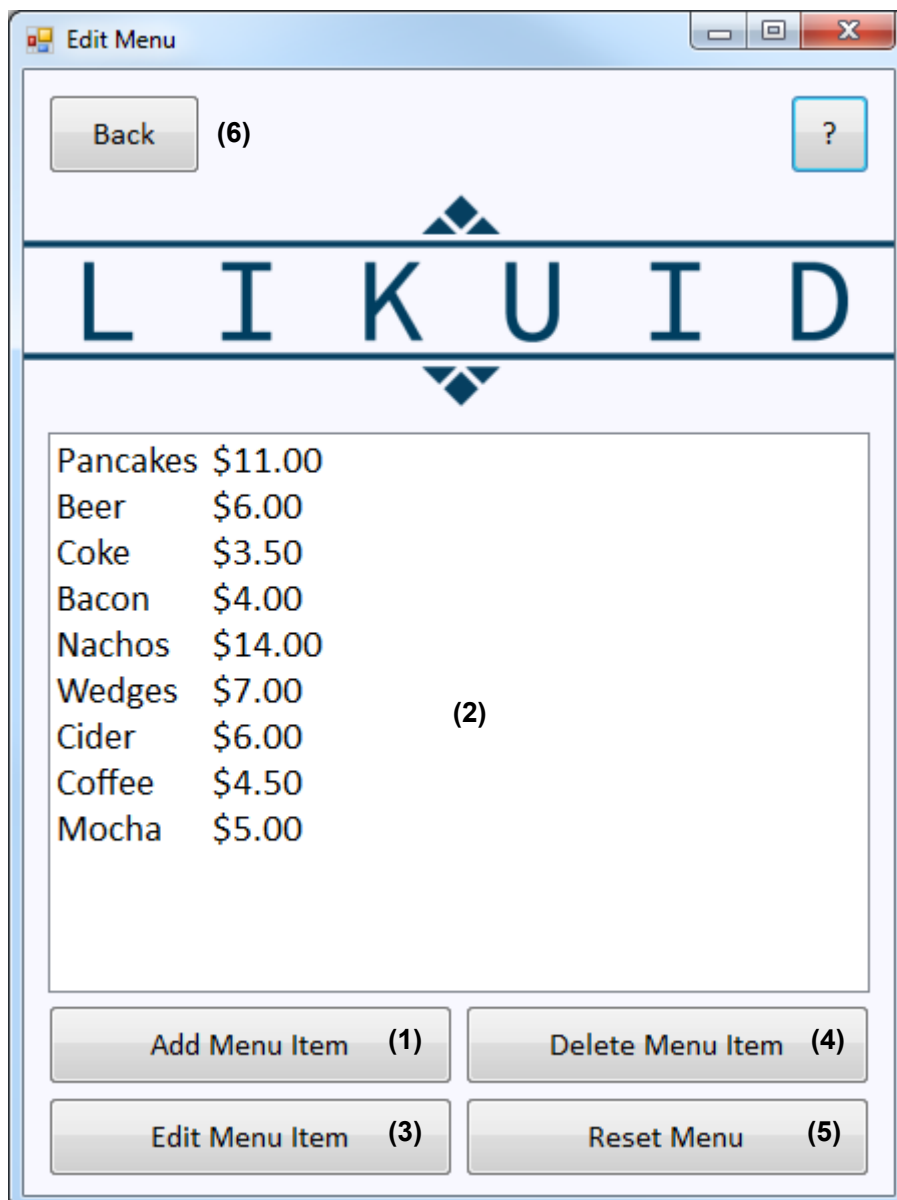
ADDING A MENU ITEM

To add a new menu item, put the item name and price in their corresponding fields **(1)** and **(2)** respectively.

Try to keep the item names short so that they are easily recognisable, and make sure that the item price field contains only numbers, not letters or symbols e.g. type "5" instead of '$5.00"

Choose whether the menu item is a food item or a beverage, and then click 'Add Item' **(3)** to confirm. The menu item will be added and fields cleared ready to add another item. If you have finished adding items, click 'Back' **(4)** to return to the 'Edit Menu' screen.

EDITING EXISTING MENU ITEMS

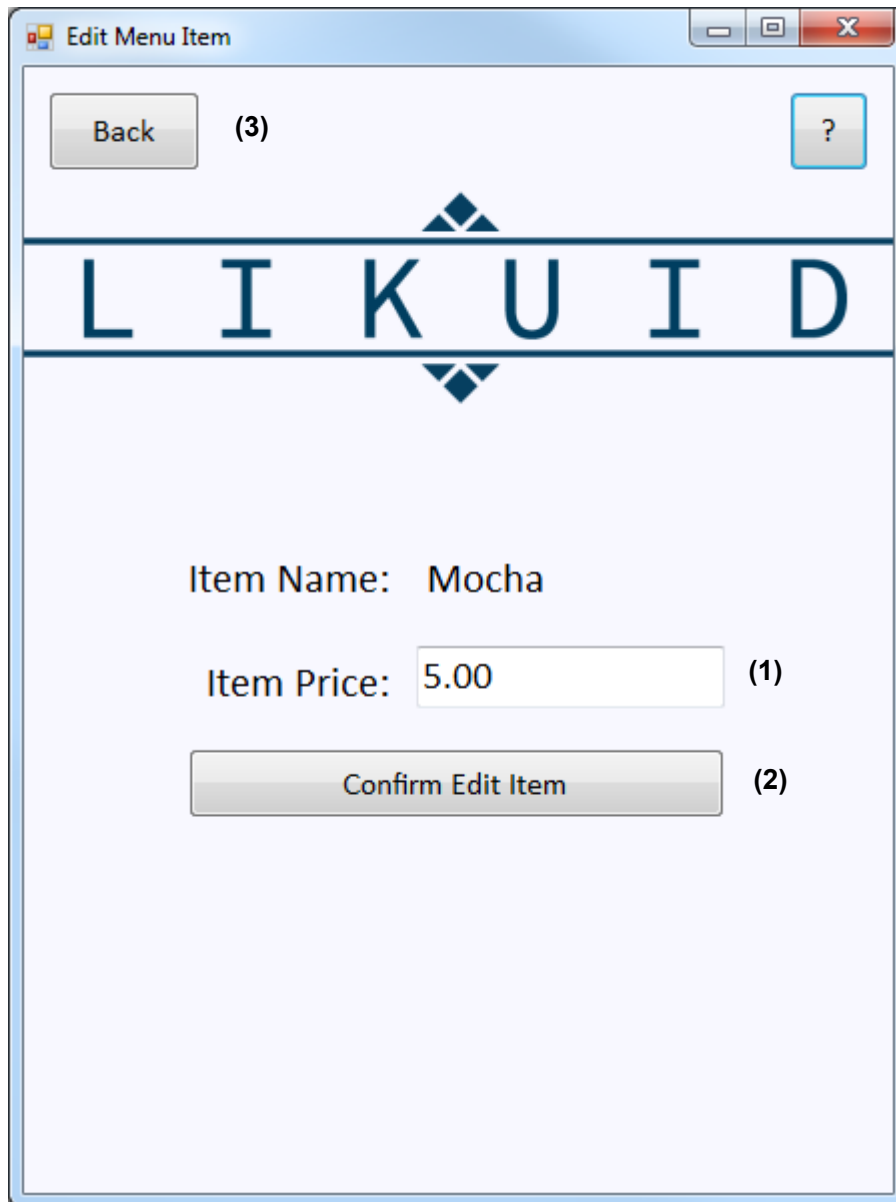To edit an existing menu item, simply change the existing item price field **(1)** and click 'Confirm Edit Item' **(2)**. The menu item will be updated and you will be returned to the 'Edit Menu' screen.

If you decide you don't want to edit the item, simply click the 'Back' button **(3)**.

VIEWING SALES

If you are logged in as a manager, you are able to view, search and sort all records of sales to help gauge customer feedback, employee work ethic and calculate profits.

By default, all records are displayed in a list **(1)**, but searches and sorts can be used to help hone in on certain orders.

To filter all records by date range, select a beginning date **(2)** and an end date **(3)** for the filter. The records in the list will be updated automatically.

The search field **(4)** can be used to find all records that contain the search criteria. Please note that this does not work for dates, use the date range filter instead.

The records in the list can be sorted by various fields, including date **(5)**, order total **(6)** and Employee **(7)**. This is useful for calculating monthly returns and seeing which employees are earning you the most money.

If you wish to view the customer feedback for a specific record, just select it in the list and click 'Inspect Record' **(8)**. This will show you all of the relevant data for that record in more detail than is displayed in the list.

Once you have finished, click 'Back' **(9)** to return to the main menu.

TROUBLESHOOTING GUIDE

If you are having trouble using the program, additional help can be found by pressing the '?' button located in the top right corner for each screen.

If issues persist, refer to the following troubleshooting guide:

PROBLEM	POSSIBLE SOLUTIONS
"I can't log in"	Your username or password may be incorrect, double check that you have spelt your username correctly and re-type your password. You may not have a user profile yet, click the 'Create New Login' button on the 'Login' page to begin creating a new user.
"I can't use the username that I chose when trying to create a new user."	Each username must be unique to avoid confusion between team members, and someone already has the username that you chose. Try adding an extra distinguishing feature to your username like the first letter of your last name or a number, and try again.
"I want to change the café menu and view sales, but there is no way for me to do so from the main menu"	You are logged in as an employee, not a manager. In order to access these additional features, you need to create a management account on the 'Create New Login' page, and log in using that one instead.
"I can't confirm any payments"	There are two possible reasons for this. The first is that you haven't selected which order you want to confirm as 'paid'. To do this, simply click on the appropriate record in the list and click 'Confirm Payment' The second reason is that there may be no current, unpaid orders, so you can't confirm payment on any orders by default. If this is the case, the button will be blanked out, meaning everything is up to date.

"I can't edit an existing menu item"	There are two possible reasons for this: The first is that you haven't selected an item from the list to edit yet. Once you have selected an item, try pressing 'Edit Menu Item' again. The second is that there may not be any existing menu items for you to edit. In this case, you should click 'Add Menu Item' instead.
"I can't edit the name of an existing menu item"	Once a menu item is created, it cannot be renamed. You should delete the record from the menu list, and create a new record with the desired name and price.
"I made a mistake, and I can't delete the menu item I just created."	You probably haven't selected the particular item from the list that you want to delete yet. Once you have selected the item, try pressing 'Delete Menu Item' again.
"I have set the item price to "$5.00" but it is not being accepted as a valid price."	The item price field accepts only numbers, so instead of typing "$5.00", just type "5" or "5.00" instead. This is designed to make it quicker to add new items.
"As soon as I type anything in the search criteria bar, no records are being displayed in the list."	It is important to select a date range for the records you want to view as well. By default, the from and the to date are set to the current date, so if no orders have been made today then updating the search criteria will cause no records to display. To view earlier records, shift the start date of the range a bit earlier.
"I can't inspect a record when I press the 'Inspect Record' button"	You probably haven't selected the particular item from the list that you want to inspect yet. Once you have selected the item, try pressing 'Inspect Record' again.