

1. Receive an Apiano card at the entrance from a service agent

After entering the restaurant, an employee hands you an NFC-capable card directly at the entrance. This card is required to order food and drinks. These positions are stored on the card.

2. Choose food station and wait in line

The next step is to choose a Food Station. You can choose from pizza, pasta, salads and starters. There is also a coffee & dessert station.

3. Order food & put device on reader to store order information

Once it's your turn, you can order food from the cook. The cook enters the order into the system via a computer. The card must then be placed on an NFC reader so that the order information is stored on the card chip and can later be read out at the checkout.

4. Enjoy meal! :)

As soon as you have received your food after ordering, you can look for a free place in the restaurant and enjoy your meal.

5. Bring device back to register & put device on reader to show order balance

When you have finished eating and want to leave the restaurant, you go back to the cashier at the entrance, where you received the card at the beginning. There you will find an NFC-Reader on which you put your card with the order information. This order information is read out and the invoice with the total invoice amount is compiled.

6. Pay bill with cash or card

The bill can now be paid either with cash or with an cash card or credit card.

7. Give Feedback

Unfortunately there is currently no integrated feedback process. The only way that guests can leave feedback is verbally when paying, but the feedback is not passed on collectively. Another possibility is on the website of the restaurant or the smartphone app, but this is a media break. Just like leaving feedback on portals like TripAdvisor or Yelp, these portals don't guarantee that the feedback will reach the restaurant.

