

Order management:

- The system enables waitstaff to take orders from customers, whether they are eaten in the restaurant, ordering takeout, or requesting delivery.
- The order can be input manually into the system or through handheld devices like tablets that are connected to the system, improving order accuracy and speed.
- Once the order is placed, the system routes it to the preparation area, to ensure that the correct items are prepared.
- To know orders in kitchen we can use a lot of ways (paper report, devices to show orders status) and can-do reporting to help manager do analytic

Reservation Management:

- The system allows customers to make reservations through the restaurants by phone, website, or a dedicated app.
- The system keeps track of table availability in real-time, considering factors like the number of guests, seating preferences, and any “special requirements” This ensures that reservations can only be made for available tables.
- When a reservation is made, the system assigns the reserved table to that booking. This prevents overbooking and ensures that each table is reserved only once during a specific time slot.
- In cases where all tables are booked, the system may offer a waitlist feature, allowing customers to be added to a queue and receive notifications if a table becomes available due to a cancellation or a change in seating.
- The system can send reminders to both the restaurant staff and customers, reducing the likelihood of no-shows or late arrivals, and can allow reports and analysis.

Menu management:

- The system enables you to create your restaurant's menu, including meals, beverages, and any other items you offer. Menus can be categorized by type.
- You can input details for each menu item, including item names, descriptions, ingredients, portion sizes, prices, and, in some cases, images. Descriptive information helps customers make informed choices. correct items are prepared.
- The system allows you to set and update prices for menu items. You can easily adjust prices to account for changes in ingredient costs or seasonal variations.
- You can use the system to create and display special items, seasonal promotions, or limited-time offers. These can be scheduled to appear at specific times.
- ou can set the availability status for each menu item. This helps prevent customers from ordering items that are currently unavailable or out of stock.

- The system displays the menu on the restaurant's website or within an app, making it accessible to customers for online ordering or pre-visit browsing. Some systems also allow digital menu boards for in-house customers.
- Menu changes and updates are instantly reflected on all platforms. For example, if you run out of a particular dish, it can be marked as unavailable in real-time to prevent orders.
- The system can generate printable menus for dine-in customers. These menus can be customized with your restaurant's branding.

Customer management:

- The system maintains a customer database containing information such as names, contact details, dining preferences, and order history.
- CRM features can help track reservation history, allowing you to identify and serve repeat customers more effectively.
- Detailed customer profiles are created, helping staff personalize the dining experience based on customer preferences, allergies, and special requests.
- The system stores information about previous orders, enabling staff to suggest favorite dishes or drinks when customers return.
- The system can facilitate customer feedback collection, including post-visit surveys, enabling you to gather insights for improvement.
- CRM tools can help you communicate with customers via email, SMS, or other channels to share promotions, special events, or personalized offers
- The system can send reservation reminders and special occasion greetings to customers to enhance their experience and do analytic

Employee management:

- The system stores detailed employee information, including names, contact details, job roles, and hire dates. This centralizes employee data for easy access and management.
- Restaurant management systems include employee scheduling features. Managers can create work schedules, assign shifts, and ensure that the right number of staff is available during peak hours.
- Employees can clock in and out using the system, and it records their working hours accurately. This data is crucial for payroll processing
- The system calculates employee wages, factoring in hourly rates, overtime, and any additional pay components. Payroll processing becomes more efficient and accurate.

- Some systems offer communication tools to share announcements, shift changes, or vital information with employees. This can include in-app messaging or email notifications.
- Distinct roles within the system can have various levels of access. For instance, managers may have more extensive access than servers or kitchen staff.