

F&B Console – Managing F&B Orders

In this job aid, you will learn how to manage F&B orders that were placed by guests. Because of the different setup possibilities and systems used in different hotels, this job aid describes the manual process only.

To learn how guests can place F&B orders, please review the corresponding job aid.

All Food & Beverage orders that are usually not provided complimentary (bottle of water, tea bags, milk for coffee, etc.) are ordered via the F&B Module. You have previously learned how to setup the different menus in different languages and with different products attached to them.

Login to the operator console to view pending orders from your guests and manage them. You will see that there are different types of requests. All F&B orders are flagged with the "F&B Order" type and clearly distinguished from requests for example for additional complimentary water:

Accuracy	Time Open	Type	Room Number	Guest Name	Agent Name	Verified	Item
100%	Feb 27th 2019, 12:40 pm	F&B Order	123	John Doe			Food Order
100%	Feb 27th 2019, 12:39 pm	Request	123	John Doe			1 water

Guest Details ✕

Name: John Doe
 Room No: 123
 Location: In-Room
 Verified: Yes

Verified
✎ Edit User
🚫 Block

Change Request Status

OPEN
CLOSE
FOLLOW UP

Agent Details

Name: Admin

Chat with Guest

Amount: \$ 255
Payment: Room Charge
Schedule: ASAP
Deliver To:: 123
Room Service:

- 1x Earth Water - \$ 45
- 1x "The Burger" - \$ 200

Extras
Add-Ons - Bacon (+\$10)
 "medium"

12:40 PM

On the top right hand side of the request summary, you can also use the filter option to just display the F&B Order type if you find this useful.

Click on one of the pending rows to open the right hand side pane that displays more information. You will see the guest details with name and room number. If you have an integration of the system with your PMS, the system will auto-verify the guest details. If not, you can manually verify that the guest name and room number match by clicking on the "Verify" button.

You should then assign the order to yourself by clicking on the "Assign to Self" button. This indicates that you are handling the order and prevents possible double entries.

Scroll down in the chat history and you will be able to see the order details. You can then use these details and enter them in your POS to place the order for the kitchen. Take note that we offer different integration solutions



that can automate this procedure – like a direct link to your POS, a separate printer system for docket printing, etc.

Once the order was successfully entered into the POS, we recommend that you close the order in this system. It will then show in the closed section of the requests part and indicate an update on the time it as completed.

Requests											🔍	☁	🖨	☰	☰	🔄
Accuracy	Time Open	Type	Room Number	Guest Name	Agent Name	Verified	Item	Time Close	Location	Status						
100%	Feb 27th 2019, 12:40 pm	F&B Order	123	John Doe	Admin	✓	Food Order	Feb 27th 2019, 12:42 pm	Room	Closed						

Extensive reporting is available in the report section that allows you to identify your top selling items, the average time from a guest order until it was closed, and many more.