

Using Bistro Mode

Batching counter orders onto one docket

ESTIMATED TIME 30 minutes to set up

Bistro Mode is for ordering and paying at the bar or counter. Where several customers from one table order separately, it holds the items back from the kitchen and bar printers until everyone has ordered, then sends them as one docket. Some venues run it on every order; others switch it on with a button. This covers both.



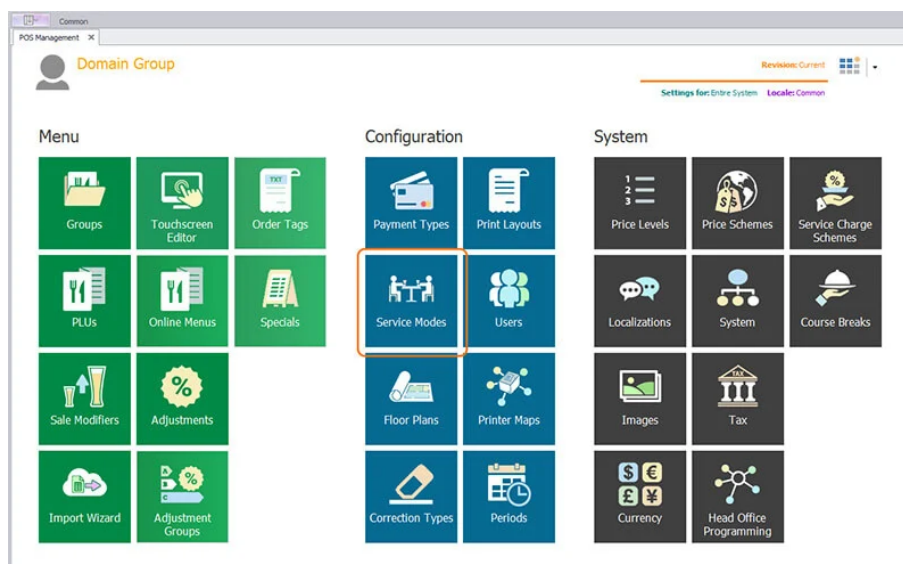
Before you start

- Access to PowerEPOS System Manager, for everything in the first half.
- The service mode the venue takes counter orders in — **Counter**, in the examples here.

Putting every order in Bistro Mode

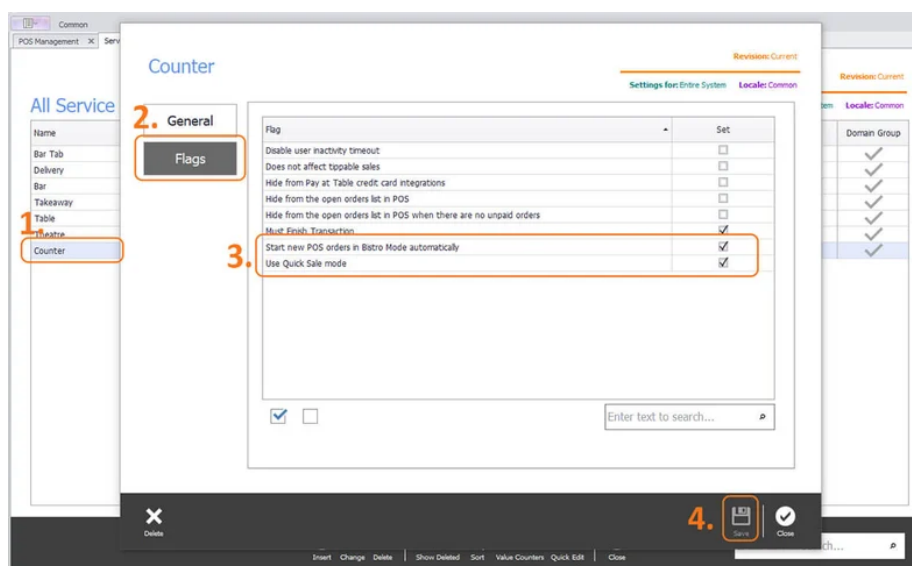
1 Open Service Modes

From the **POS Management** screen, open **Service Modes**.



2 Turn Bistro Mode on for the mode

Open the service mode — **Counter** here — and go to **Flags**. Tick **Start new POS orders in Bistro Mode automatically** and **Use Quick Sale mode**, then save and close.



3

Publish

Back on the **POS Management** screen, press **Publish** at the top right. Every order now starts in Bistro Mode, and the order screen resets into Bistro Mode after each one is sent to production.

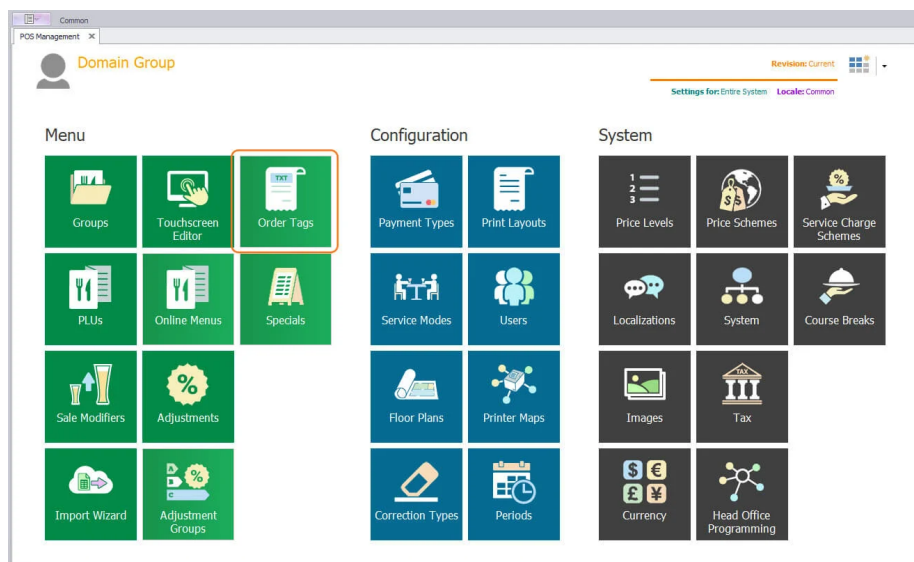
Asking for the table number

A table number is usually needed to know where the food goes. An order tag prompts for it before the order is taken.

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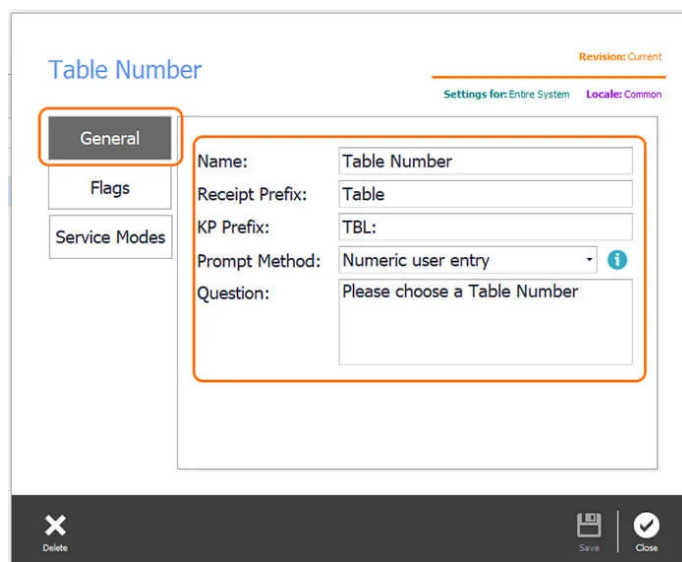
Open Order Tags

From the **POS Management** screen, open **Order Tags**.



5 Add the table number tag

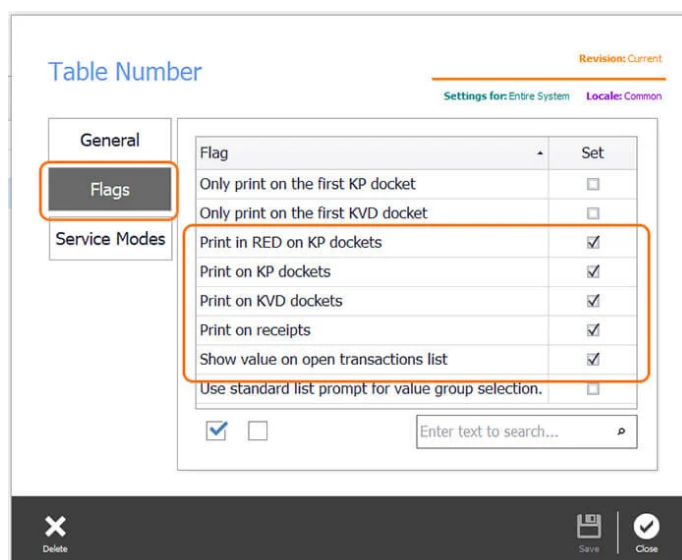
Press **Insert** and enter the text for table numbers.



The screenshot shows the 'Table Number' settings window with the 'General' tab selected. The 'Name' field is set to 'Table Number', 'Receipt Prefix' is 'Table', 'KP Prefix' is 'TBL:', 'Prompt Method' is 'Numeric user entry', and the 'Question' is 'Please choose a Table Number'. The 'Flags' tab is also visible in the sidebar.

6 Set its flags

Open **Flags** and tick the settings shown.



The screenshot shows the 'Table Number' settings window with the 'Flags' tab selected. The 'Flags' table is shown with the following settings:

Flag	Set
Only print on the first KP docket	☐
Only print on the first KVD docket	☐
Print in RED on KP dockets	☒
Print on KP dockets	☒
Print on KVD dockets	☒
Print on receipts	☒
Show value on open transactions list	☒
Use standard list prompt for value group selection.	☐

The 'Print in RED on KP dockets', 'Print on KP dockets', 'Print on KVD dockets', 'Print on receipts', and 'Show value on open transactions list' flags are all checked. The 'Flags' tab is also visible in the sidebar.

7 Attach it to the service mode

Open **Service Modes**, tick **Counter Service** and **Prompt Automatically**, then save.

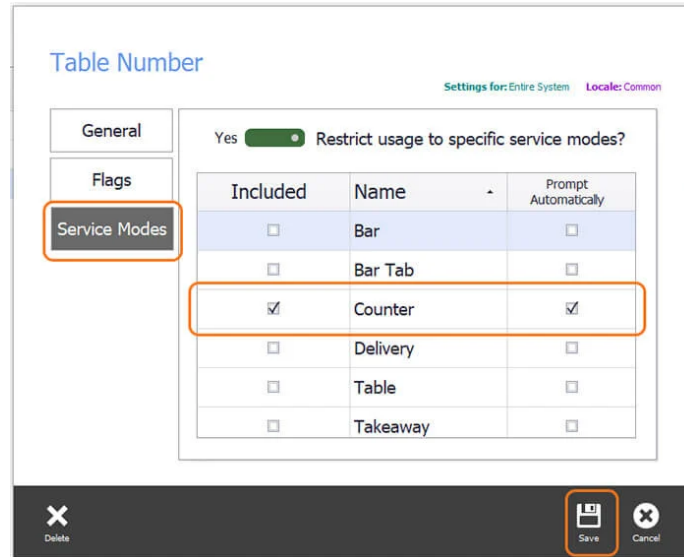


Table Number

Settings for: Entire System Locale: Common

General

Flags

Service Modes

Yes ☒ Restrict usage to specific service modes?

Included	Name	Prompt Automatically
☐	Bar	☐
☐	Bar Tab	☐
☒	Counter	☒
☐	Delivery	☐
☐	Table	☐
☐	Takeaway	☐

Delete Save Cancel

8 Publish

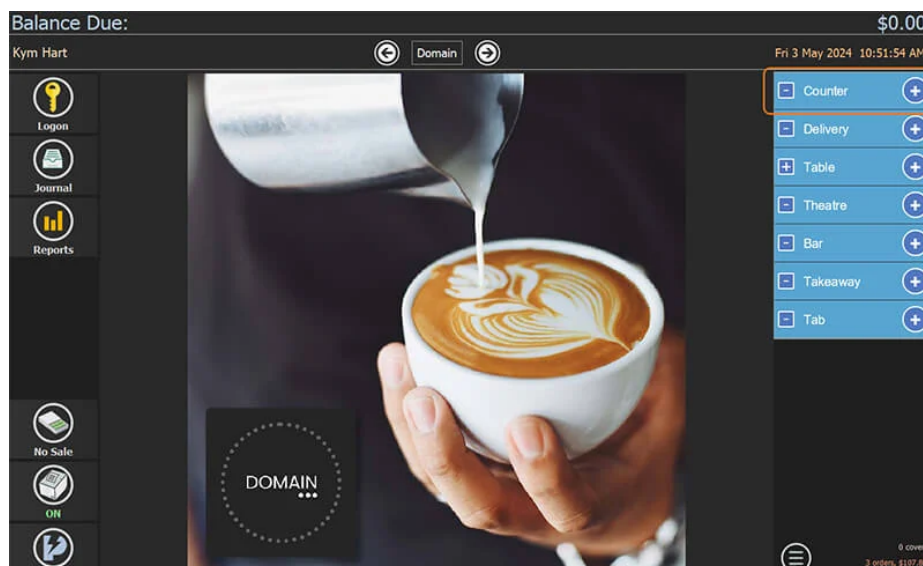
Close **Order Tags** and publish. A new order now asks for the table number first.

Taking an order with Bistro Mode always on

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Start the order

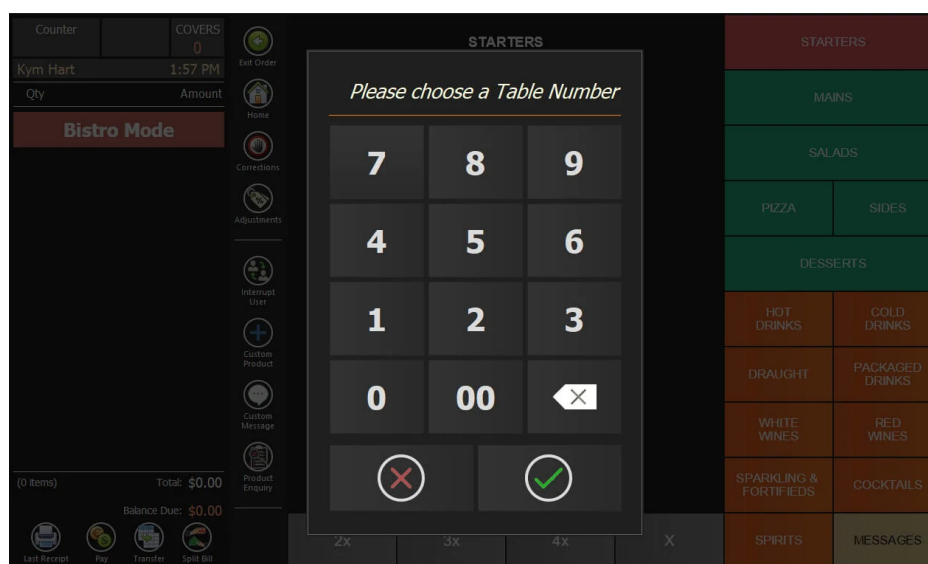
Open an order from **Service Modes**, at the top right of the screen.



10

Enter the table number

The POS prompts for it.



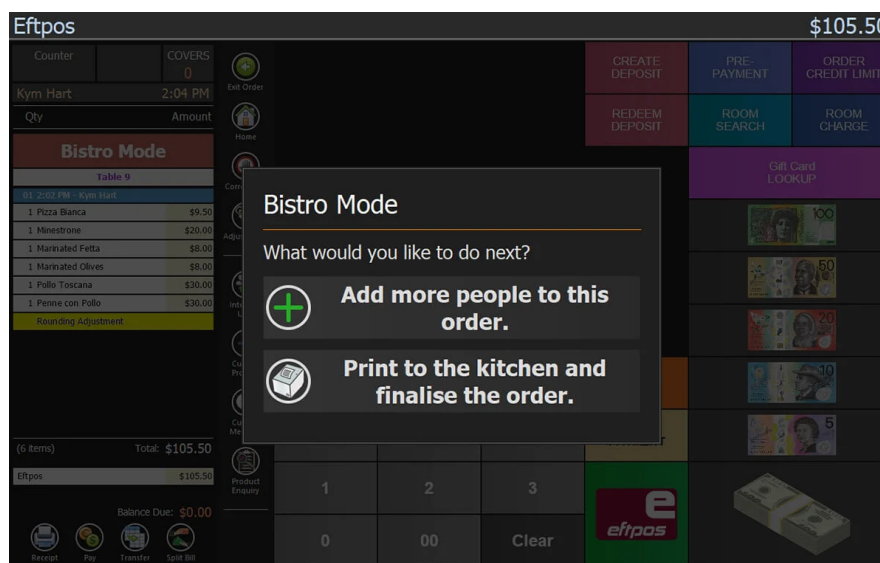
11 Take the first customer's order

Bistro Mode is showing on the order screen, with the table number. Add the items and press **Pay**.



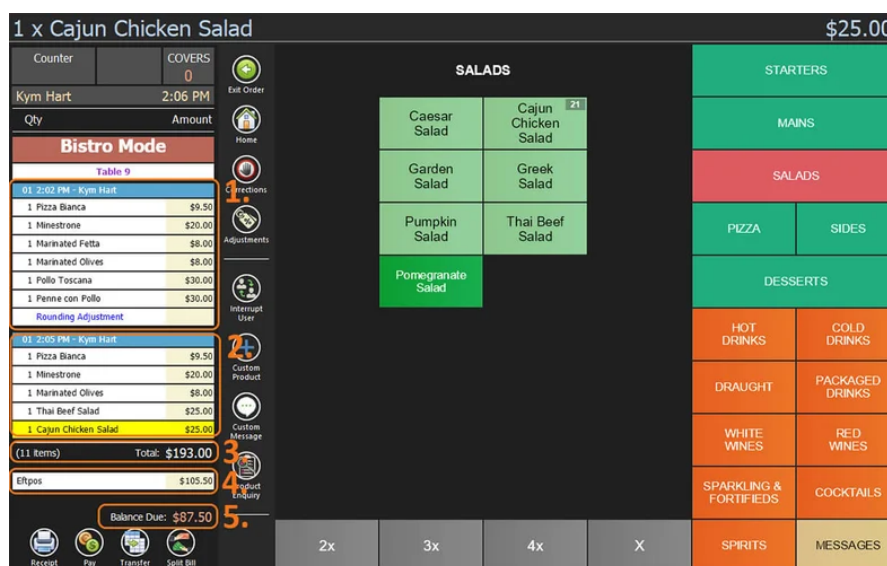
12 Choose Add more

The POS asks whether to add more people to the order or finalise it and send it to the kitchen. Choose **Add more**.



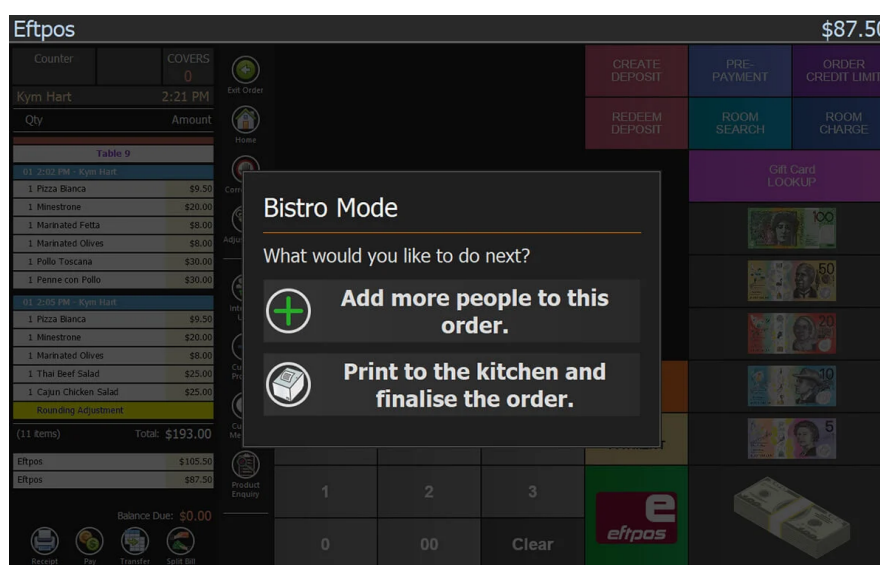
13 Take the next order

The screen shows the first order, the second order, the running total for the table, the first payment and the balance due on the second order.



14 Finish the table

On the last customer, press **Pay** and choose **Print to the kitchen and finalise order**. The orders are batched and print on one docket.



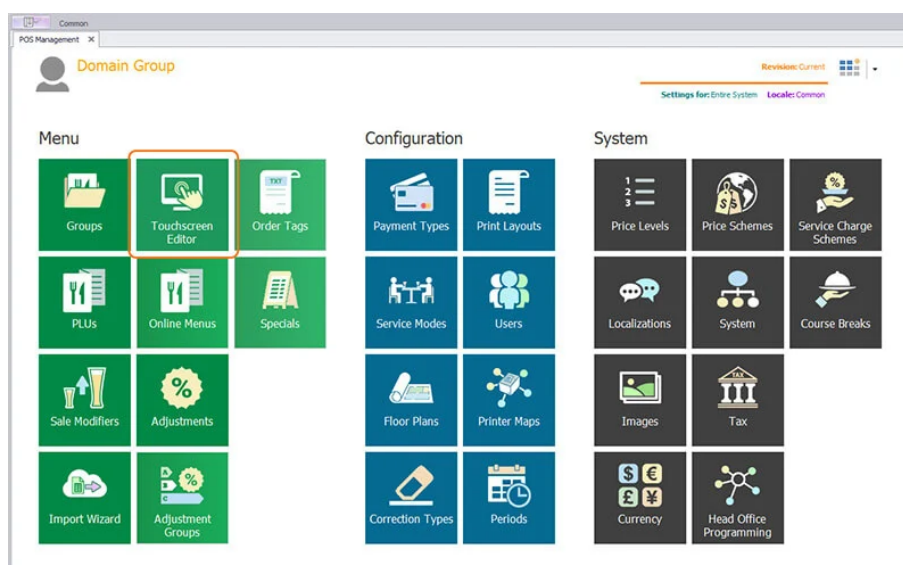
Switching Bistro Mode on with a button

Where Bistro Mode is only wanted sometimes — food ordered at the bar, say — put it on the touchscreen as a button.

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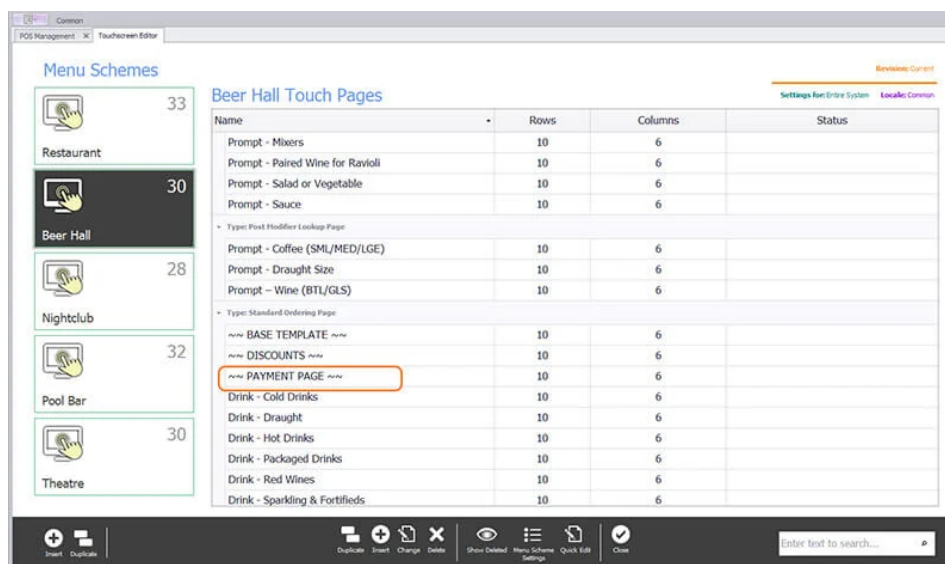
Open the touchscreen editor

From the **POS Management** screen, open **Touchscreen Editor**.



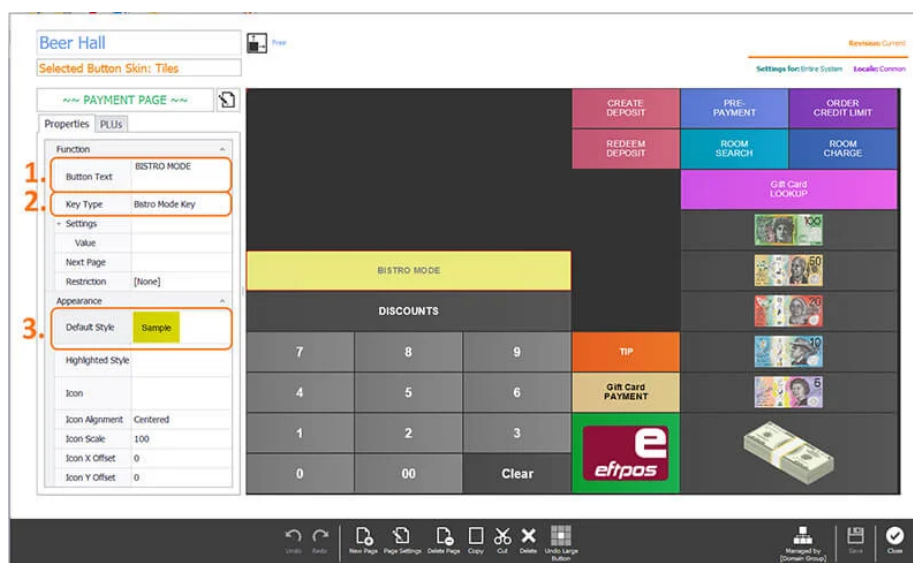
16 Open the payment page

Open the payment page, which is where both buttons go.



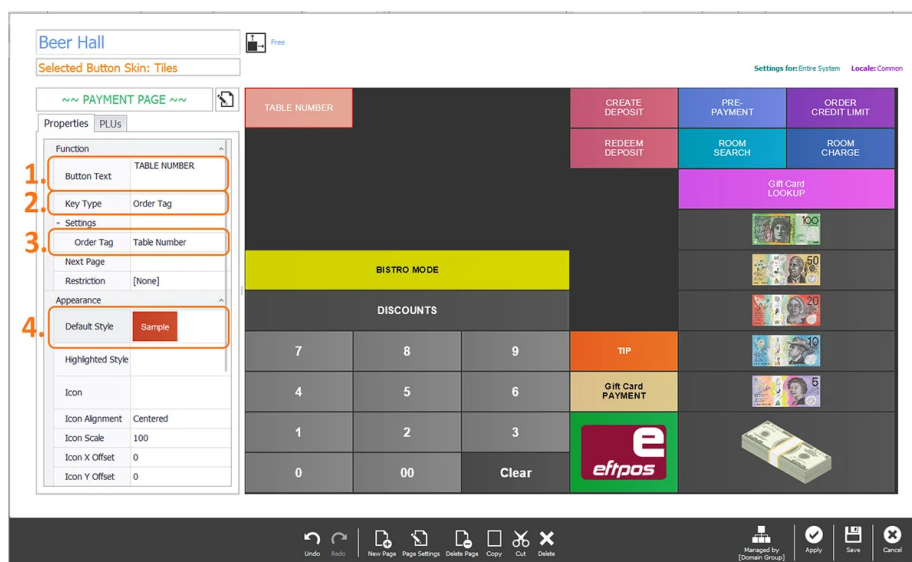
17 Add the Bistro Mode button

Highlight two cells, right-click and choose **Make Large Button**. Set its button text, its key type and its default style.



18 Add a table number button

Add a second button for the table number: set its button text and key type, choose the order tag you made earlier, and give it a style. Save and close the editor.



19 Publish

Back on the **POS Management** screen, press **Publish**.

Taking an order with the button

20 Turn it on as you take the order

Take the order and press **Pay**. Press the table number button and enter the number, then press **Bistro Mode**. Take the customer's payment and choose **Add more people** for the next one.

21 Finish the table

On the last order, choose **Print to the kitchen and finalise order**.

22 Turn it off again

Press the same button to switch **Bistro Mode** back off.

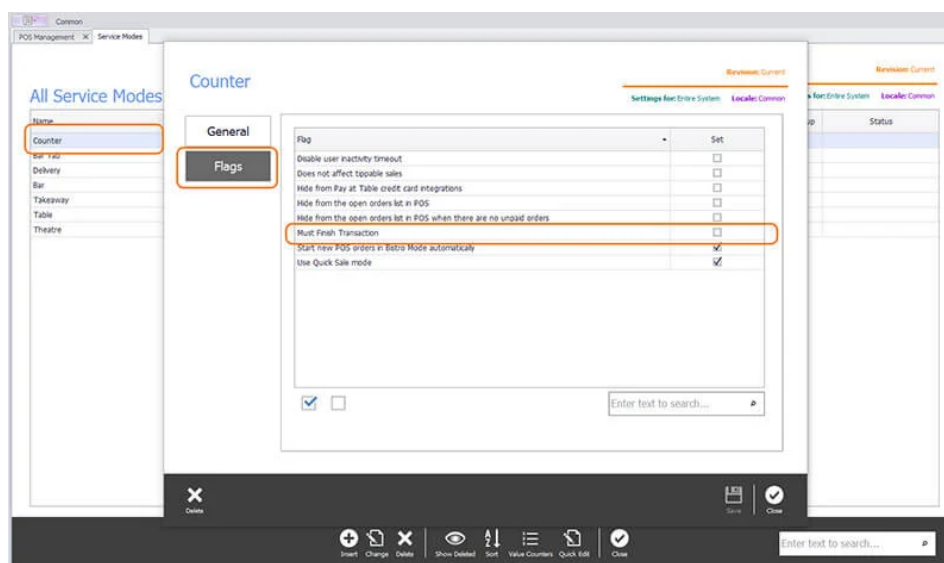
Putting an order on hold

Useful when a group is spread down the queue, or somebody is not ready: hold their order, serve other customers, and come back to it.

23

Allow unfinished transactions

In System Manager, open **Service Modes** and the mode you use — **Counter** here. On **Flags**, untick **Must finish transaction**, then save, close and publish.



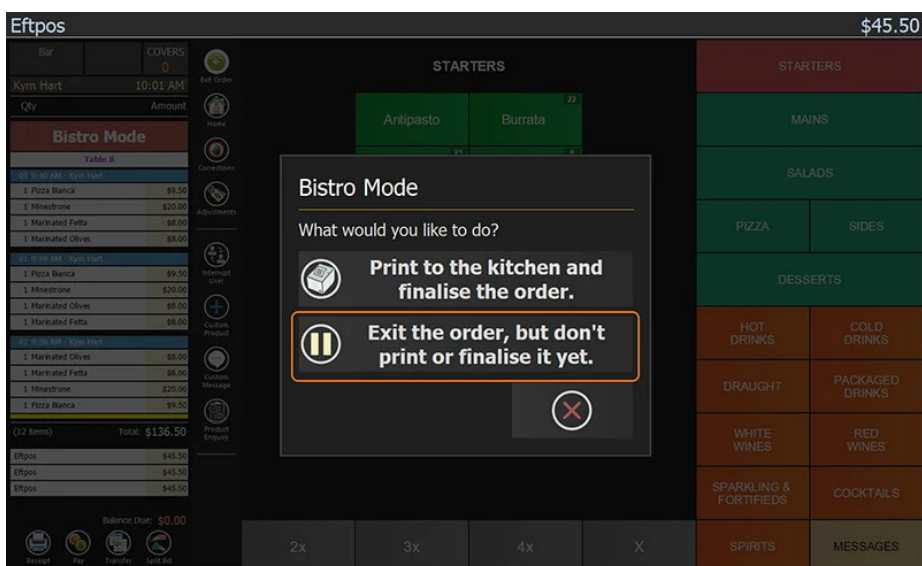
24 Start the table and leave it

On the POS, open the order, go to the payment screen, add the table number, press **Bistro Mode** and take the first orders. Then press **Exit Order**.



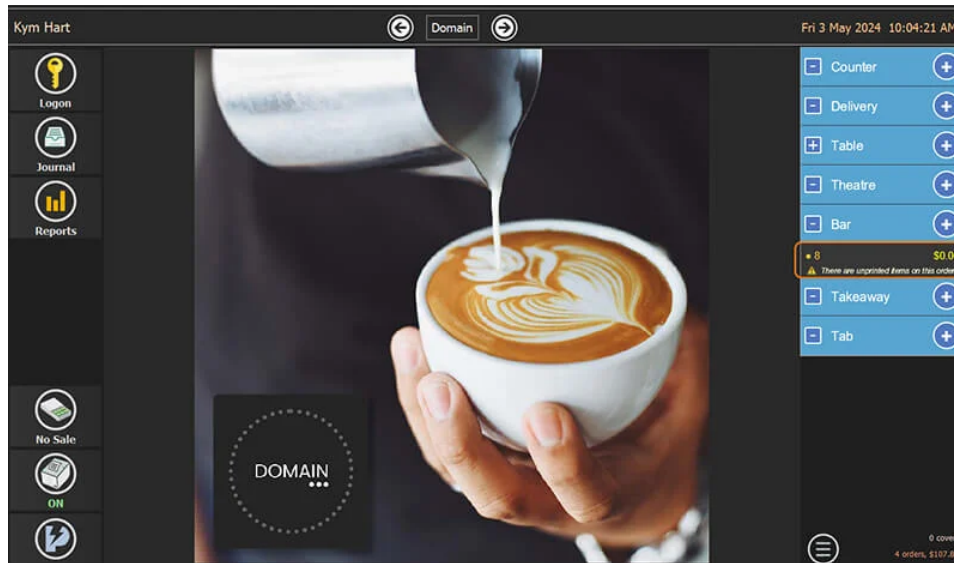
25 Choose to hold it

Choose the bottom option.



26 Come back to it

The order sits on the home screen under its service mode, marked as unprinted. Open it, press the pencil to edit, add the last customer's items, take payment and finalise. The whole table goes to the kitchen as one docket.



27 Need a hand? Contact Triniteq Support

NEED A HAND? CONTACT TRINITEQ SUPPORT

Phone **1300 784 276**

Email **support@triniteq.com**

Our support team is here to help.