KDS Introductory Course Refresher

Target Users

Assemblers, Servers, and To-Go

Learning Objectives

1. The learner will be able to demonstrate the functionality of the KDS. (LO#1)

2. The learner will explain the importance of accurate bump times. (LO#2)

3. The learner will become comfortable touching/interacting with the KDS screen. (LO#3)

4. The learner will explain the importance of accurate deployment. (LO#4)

5. The learner will explain the importance of To-Go. (LO#5)

6. The learner will describe the process of Curbside Notification (LO#6)

Definitions

Define: KDS - The Kitchen Display System or KDS tracks all orders to ensure accuracy and communication between all areas of the restaurant.

Define: Bump - A "bump" occurs when a ticket moves down the line, gets sent to the expo, and when the food is delivered. When a ticket is bumped the order is removed from the active tickets on the KDS screen.

Define: Virtual Brand - A virtual brand offers food that is available via delivery only. It is a brand that only exists online and has no physical location.

Define: Runner Check – A physical receipt that prints with details of an order. It is used by the food runner to locate the table and deliver the proper items to the proper guests.

KDS Overview

Two Monitors: #1 Expo Station KDS

Located on the server side of the food window (area between the kitchen and the waitstaff where plated food is placed to be delivered).

Functions of the Expo KDS: #1 Tabs at Top (LO#1)

Expo

The expo tab displays all active tickets being produced as well as all curbside guests who have arrived for pick-up.

Dashboard

The dashboard tab provides ticket time information for last hour and all day for both stations (expo and To-Go).

To-Go

The To-Go tab displays a "spy view" or mirror image of the To-Go KDS station. This is view only; no actions can be taken from this tab.

Alternate

The alternate tab is used to redirect the tickets (if one of the stations goes down).

==I think there are new tabs now too== – my notes say there are, but I do not know their names/functionalities

Functions of the Expo KDS: #2 Active Tickets (LO#1)

Active Tickets are located on the Expo Tab

All tickets that are currently being prepared by the kitchen, including To-Go orders will be viewable under the Expo tab. These tickets will show the entire guest order. If a ticket has "continued" (in yellow) at the bottom, it means the ticket overflows to the next column.

Virtual Brand orders, such as those from Chicken 'n Biscuits by Cracker Barrel, may be included in the active tickets too. If an order is from a Virtual Brand, they will be shown in a different background color than regular Cracker Barrel orders.

Waiting Time Colors (For all tickets that are currently being prepared by the kitchen - These colors will only be in the header – not the entire order)

Red: Means "rush". These are orders for guests that have been waiting for 12 or more minutes.

Orange: Means "priority". These are orders for guests that have been waiting for 7 to 11 minutes.

Blue: Means "normal". These are orders for guests that have been waiting for less than 7 minutes.

Curbside Notifications (LO#6)

On the far right of the KDS you will see curbside To-Go orders. These will populate once the customer has arrived for pickup and has alerted To-Go.

Curbside Column (Far-Right of Expo Tab)

When a guest arrives for curbside pickup, and checks in, their name, contact info, parking slot # and car make/model is populated in the far-right column on the Expo tab.

Waiting Time Colors (For Curbside Column)

Red: Means "rush". These are guests that have been parked and waiting for more than 5 minutes.

Orange: Means "priority". These are orders for guests that have been parked and waiting for 2 to 5 minutes.

Blue: Means "normal". These are orders for guests that have been parked and waiting for less than 2 minutes.

Functions of the Expo KDS: #3 The Information Bar (LO#1)

The Information Bar

Between the Tabs found at the top of the KDS and the active tickets you can find the information bar, which includes:

Left and Right Navigation

If there are additional pages of orders, you can get to these using the arrows at the far left and far right.

Station

Identifies the current number of stations (To-Go, expo, etc.).

Expo (Average Bump: MM:SS)

Shows the average ticket time for the last rolling 30 minutes.

To-Go Orders

Indicates the number of live To-Go orders in the system.

Functions of the Expo KDS: #4 The Bottom Action Bar (LO#1) (LO#3)

Icons Found at the Bottom of the Expo KDS (left side)

Green Check Mark

The green check mark icon bumps the check off the station. A "bump" occurs when a ticket moves down the line, gets sent to the expo, and when the food is delivered. When a ticket is bumped the order is removed from the active tickets on the KDS screen.

To bump a check, select the check by touching the ticket, select the green check mark icon to bump the check. A runner check will print. A runner check is a physical receipt that prints with details of an order. It is used by the food runner to locate the table and deliver the proper items to the proper guests.

Ticket times are indicated at the bottom of the runner check. Accurate bumping of checks is essential for the overall success of our Cracker Barrel operations, particularly when it comes to To-Go orders. Inaccurate bumping of tickets will impact the timing of To-Go orders and can lead to long wait times or completed orders that are not picked up promptly. It is better to have accurate bump times that are long than inaccurate bump times that are short. (LO#2)

Further – when a ticket is bumped this is a great opportunity to communicate with your fellow employees. Communicating verbally with the Expo, Kitchen, Servers, and To-Go Personnel will result in an improved experience for both team members and the guests.

Blue Circular Arrow

The icon with blue circular arrows displays bumped checks in bottom right of the station. To recall a check, touch the blue circular arrow and the KDS will display bumped checks in bottom right of station. Scroll through the checks. Recall the desired check to the station. The check will be placed back on the station in the top left of the active tickets section.

Red Arrow Left

The icon with a red arrow pointing left recalls a selected bumped check from the bottom right of the station.

Magnifying Glass

The magnifying glass icon searches by table number to quickly find an active check. To look up a check, select the magnifying glass. Use the up and down arrow to highlight the desired check. Confirm with a blue check mark.

Green Arrow Up

The green arrow up icon fast-tracks a ticket to the front. The fast-track function is useful for recooks or food that needs to be rushed. To fast-track a check, select the desired check by touching the ticket. Select the fast-track icon. The check will move to the top left and the body will turn pink. <mark>I would like to include a little more info here/clarify.</mark>

Yellow Plate

The yellow plate icon displays a summary for an all-day count of each food item. This can be useful for staging garnishes and leading batch cooking. It displays a total count of each food item needing to be cooked all day.

<mark>**Double Check that there are no new icons**</mark> – my notes said there was an additional icon, but it said it was a green arrow pointing up, which is already included.

Icons Found at the Bottom of the Expo KDS (right side)

Home Icon

The home icon displays the first page: the oldest checks.

Blue Arrows

The blue arrows scroll through individual checks (solid arrow) and page of check (double arrow).
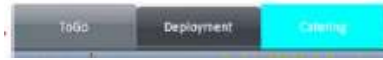
Red Arrow Right

The red right arrow displays the last page which will have the newest checks.

Two Monitors: #2 To-Go Station KDS

Located next to the To-Go Station

Functions of the To-Go KDS: #1 Tabs at Top (LO#1) (LO#5)

To-Go

The To-Go tab displays all active To-Go tickets being produced as well as all curbside guests who have arrived for pick-up.

Deployment (LO#4) I have some questions about this – in the original training this tab was called "Alternate" but in the curbside pdf it is called "Deployment". I assumed that this is connected to printing but am unsure.

Two printers are located at the To-Go assembly station. Printer number one notifies the arrival of the guest (prompted by the retail sales employee). Printer number two prints tags to verify order accuracy.

The routing of printing can be configured within the KDS. It is a best practice to use this functionality versus tampering with the physical printers. Manually manipulating the printers can cause orders to be routed incorrectly or not printed at all.

Catering

The catering tab will flash in bright teal as catering orders appear on the To-Go KDS. Online orders will be indicated in the ticket header at the 2-hour auto fire. When the same ticket auto fires at 30 minutes the header will display to-go.

Online orders appear in the catering Tab 2 hours before pick up. They do not show on the Expo KDS or to-go tab at that time. Orders will appear in the sequence they are rung in. However, orders that are in a prepared state, bumped from the Expo KDS, and online orders will move to the head of the line. The ticket header will be green for those tickets.

Functions of the To-Go KDS: #2 Active Tickets (LO#1)

Active tickets are located on the To-Go tab

To-Go Ticket Colors (In the body of the ticket, not heading)

Black: Indicates the order is in production and has not been bumped from Expo.

Green: indicates the check has been bumped from the Expo station.

Blue: On individual spot seats means that items have been verified and tagged for accuracy and quality. At this point all food should be there and action must be taken to protect food quality and temp.

Functions of the To-Go KDS: #3 The Information Bar (LO#1)

The Information Bar

The information bar on the To-Go KDS is similar to the one found on the Expo KDS with the exception of the "Waiting: #" text.   This waiting number refers to the number of guests waiting curbside for their order (the number of orders in the far-right curbside column).

Functions of the To-Go KDS: #4 The Bottom Action Bar (LO#1)

Icons Found at the Bottom of the To-Go KDS (left side)

Most of the icons on the bottom action bar work the same with the exception of two: the ticket button and printer button.

Ticket Button

The ticket button prints additional master tickets of everything on a To-Go order. Master tickets are used to keep orders organized and improve accuracy.

Printer Button

The printer button prints guest name labels at the to-go assembly station (only if individual names are requested). The level of execution with labels also directly ties back to GLP order accuracy. **Not sure what GLP means.**