

KDS Course Script

To start, select the “Begin Here” button.

Our guests love our food! And whether they choose to enjoy it in our dining room or their home, we give the people what they want!

With so many orders coming each day, how do we get this information to our kitchen - and how does the rest of our team know who should get the finished product?

With the Kitchen Display System, or KDS for short, – that’s how.

So buckle up as we explore the ins and outs of this essential communication tool!

Click below to learn how the KDS is organized as well as features unique to the Expo Station Display and the To-Go Station Display.

KDS Organization Overview (will also serve as terms/definitions throughout the training)

<!--Picture the below showing up one part at a time and building on each other but with place holders in the beginning. I’ll explain when we meet.

| |
|--------------------------------------|
| Placeholder: “The Tabs” |
| Placeholder: “The Information Bar” |
| Placeholder: “The Body” |
| Placeholder: “The Bottom Action Bar” |

-->

Let’s start with the structure of the KDS.

The Tabs

<!--Tab images show up in placeholder above-->

At the very top you will see a series of tabs. And each tab will change what is displayed in the body of the KDS. But don’t worry if you select the wrong one – you can easily just select the one you were trying for in the first place. Think of these buttons as a navigation system to features of the KDS.

To advance to the next topic select the tab that says “Info”.

The Information Bar

<!--Information Bar images show up in placeholder above-->

Under the tabs you will find the information bar. This feature gives property-level information about orders and allows for navigation within the tabs.

Select the right navigation arrow to advance to the next part of the KDS

The Body

<!--Body images show up in placeholder above-->

This is the meat and potatoes of the KDS. As you select different tabs at the top, the body reflects the content associated with that tab.

The Bottom Action Bar

<!--Bottom Action Bar images show up in placeholder above-->

The icons found at the bottom will interact with the information found in the body of the KDS. Use these to manipulate content found in the body or to see additional information about content found in the body.

Knowledge Check

<!--Example Questions-->

Select the component that allows a team member to interact with the information found in the body of the KDS.

Answer: The Bottom Action Bar

Select the component that would serve as the broad navigation of the KDS.

Answer: The Tabs

Great job! Now that you are familiar with how the KDS is organized, let's look at some of the details that help us stay organized, and ensure that food gets to the right guest at the right time.

Select "Station Details" below to continue.

Stations

Although the overall organization of the KDS will remain consistent regardless of where the monitor is located, there are some slight differences depending on if it is used at the Expo Station or the To-Go Station.

We'll start with the Expo Station. To learn details on the Expo Station KDS, click on the picture of the dining room below.

<!--Dining room pic-->

Expo Station KDS

The Expo Station KDS is located on the server side of the food window. The food window is the area between the kitchen and the waitstaff where plated food is placed to be delivered.

<!--Include a visual: footage of KDS on server side of Expo window -->

Let's start with the specific tabs included in the Expo Station KDS. Select each tab to get an overview of what it does. Take note that as you are selecting different tabs the body of the KDS is also updating.

<!--Spoken and Written as user selects each tab-->

Expo Tab

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 all KDS stations

To-Go

The To-Go tab displays a “spy view” or protected view 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. This would be needed if one of the kitchen stations goes down.

Each one of these tabs is important, but you’ll likely be using the Expo tab most often. Let’s take a look at some of the functionality of the KDS when we have selected the Expo tab.

The Expo Tab

When the Expo tab is selected, you’ll see all tickets that are currently being prepared by the kitchen, including To-Go orders. These tickets will show the entire guest order. If a ticket has “continued” (in yellow) at the bottom,

<!--Highlight the continued portion-->

it means the ticket and its order overflows to the next column.

Virtual Brand orders, such as those from Chicken 'n Biscuits by Cracker Barrel,

<!--Show imagery from Chicken N Biscuits-->

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 Cracker Barrel Old Country Store orders.

Waiting Time Colors

While our top priority is ensuring that guests receive the food they have come to love, we also focus on serving them in a timely manner. To help stay organized and on top of ticket times, we use different colors in the headers of the tickets.

Red:

<!--Flash a ticket with a red header-->

Means “rush”. These are orders for guests that have been waiting for 12 or more minutes.

Orange:

<!--Flash a ticket with an orange header-->

Means “priority”. These are orders for guests that have been waiting for 7 to 11 minutes.

Blue:

<!--Flash a ticket with a blue header-->

Means “normal”. These are orders for guests that have been waiting for less than 7 minutes.

Curbside Notifications

On the far right of the KDS body you will see curbside To-Go orders. These will populate once the customer has arrived for pickup and has alerted To-Go. The information shown will be their name,

<!--Highlight name-->

contact info,

<!--Highlight contact info-->

parking slot #,

<!--Highlight parking slot #-->

and car make/model.

<!--Highlight car make/model-->

As with our other diners, we want to ensure curbside orders are delivered in a timely manner too. We implement the same color system for curbside orders but with slightly different waiting times.

Red:

<!--Flash a curbside order with a red header-->

Means “rush”. These are guests that have been parked and waiting for more than 5 minutes.

Orange:

<!--Flash a curbside order with an orange header-->

Means “priority”. These are orders for guests that have been parked and waiting for 2 to 5 minutes.

Blue:

<!--Flash a curbside order with a blue header-->

Means “normal”. These are orders for guests that have been parked and waiting for less than 2 minutes.

There were a lot of colors in this section – let’s see if you remember what each one means!

Knowledge Check

<!--Example Questions-->

One of these colors is used when one ticket overflows to the next column. Which color is that?

Red, Yellow, Orange, Blue

Put these tickets in order from the guest who has been waiting the longest amount of time to the guest that has been waiting the shortest amount of time.

Red – longest, Orange – Mid, Blue – Shortest

Great job! You're on your way to becoming a KDS superstar! Let's learn about more features.

The Information Bar

Between the tabs

<!--Highlight tabs-->

and the body

<!--Highlight body-->

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

<!--Highlight arrows-->

The information bar also identifies the current number of KDS stations,

<!--Highlight numbers-->

shows the average ticket time for the last rolling 30 minutes,

<!--Highlight Average Time-->

and indicates the number of live To-Go orders in the system.

<!--Highlight # of orders-->

Now let's dive down to the bottom of the display!

The Bottom Action Bar Left

At the bottom of the screen is the Bottom Action Bar - as a reminder, this bar has icons that interact with the information found in the body of the KDS. Let's start on the left side and take a look at what each of these icons do. To start, please select the Green Check Mark found at the bottom left.

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.

<!--Show some bumping actions – pics or vids-->

When a ticket is bumped, the order is removed from the active tickets on the KDS screen.

<!--Show the ticket disappear-->

To bump a check, a user first selects the check by touching the ticket found in the body.

<!--Highlight ticket-->

Next they select the green check mark icon.

<!--Highlight green check mark-->

This bumps the check. When a check is bumped, a runner check will print.

<!--Show a check printing-->

A runner check is a physical receipt that prints with details of an order.

<!--Show runner check-->

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.

Further – when a ticket is bumped this is a great opportunity to communicate with your fellow employees.

<!--Video or picture of front of house and back of house employees talking-->

Communicating verbally with the Expo, Kitchen, Servers, and To-Go Personnel will result in an improved experience for both team members and the guests.

<!--Video or picture happy employee or high five-->

Blue Circular Arrow and Red Arrow Left

The icon with blue circular arrows to the right of the green check mark

<!--Highlight Blue Circle Arrows-->

displays bumped checks in bottom right of the station. This can be helpful if a check is bumped accidentally – which will happen – and that is ok!

To recall a check, touch the blue circular arrow and the KDS will display bumped checks in bottom right of the station. Once displayed just scroll through the checks using the arrows on the right

<!--Highlight Arrows-->

until you find the one that you would like to recall. Now to bring it back use the next icon, the red arrow pointing left

<!--Highlight Red Arrow Pointing Left-->

This will 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.

<!--Highlight new recalled check-->

Sometimes you need access to an active check in a hurry. And we got you covered on that too!

Magnifying Glass

The next icon is the magnifying glass icon which allows you to search 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.

<!--Show this being done-->

Green Arrow Up

The next icon is a green arrow pointing up.

<!--Highlight icon-->

This 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.

<!--Show this being done-->

Yellow Plate

The final icon found on the left side of the Bottom Icon Bar is the yellow plate icon. When selected, this 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.

<!--Show this being done-->

There was a lot of information that was just thrown at you! Let's take a moment and make sure you are comfortable with the icons found in the Bottom Action Bar

Knowledge Check

<!--Example Questions-->

Let's try bumping a check. Select the check of the guest who has been waiting the longest for their food then select the icon that will bump the check – as a reminder, the headers of all orders are color coded based on guest wait time.

User will select ticket with red header and then green check mark

Let's try fast-tracking a check. Select the check of the guest who order is displayed on multiple columns and fast track the check.

User will select ticket with yellow continued indication and then green arrow pointing up

Awesome! Let's look at the icons found on the right side of the Bottom Action Bar!

The Bottom Action Bar Right

The icons found on the right side of the bottom action bar are used primarily for navigation. Select each icon to learn what it does.

<!--When user selects each icon, text will display along with VO-->

Home Icon

The home icon displays the first page of checks. These are the oldest checks.

Blue Arrows

The blue solid arrows scroll through individual checks and the double arrows scroll through pages of checks.

Red Arrow Right

The red right arrow displays the last page of checks – these will have the newest checks.

You're doing great! Keep up the good work!

Stations

As mentioned prior, there are some slight differences in the KDS displays depending on if they are used at the Expo Station or the To-Go Station. Let's take a look at some of the features of the To-Go Station KDS. Click on the picture of the To-Go container below to continue.

<!--To-Go container pic-->

To-Go Station KDS

The To-Go Station KDS is located next to the To-Go station.

<!--Include a visual: footage of KDS at To-Go station -->

The first difference you'll notice between the Expo and the To-Go KDS is the tabs.

<!--Highlight tabs -->

Let's look at what each tab does – select a tab to learn more about it. As with the Expo Station, the body of the To-Go station will be changing depending on which tab you select, so make sure to look at that too!

<!--Spoken and Written as user selects each tab-->

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

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.

<!--Click to continue-->

The routing of printing can be configured within the KDS under deployment. 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.

<!--Click to continue-->

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.

Now let's look at the body when the To-Go tab is selected.

The tickets displayed in the body of the To-Go KDS have a color coding that has some differences when compared to the tickets in the Expo KDS. The first difference is the color is in the body of the ticket, not the header.

<!--Show side-by-side-->

The second difference what the colors represent, and the third difference is the colors themselves. Let's learn more about these To-Go ticket colors.

To-Go Ticket Colors

Black:

<!--Flash a ticket with a black background-->

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

Green:

<!--Flash a ticket with a green background-->

Indicates the check has been bumped from the Expo station.

Blue:

<!--Flash a ticket with a blue background-->

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.

Select the continue button to advance

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.

<!--Highlight Waiting #-->

This waiting number refers to the number of guests waiting curbside for their order. This will match the number of orders in the far-right curbside column.

<!--Highlight far-right column-->

To continue, select the bottom action bar.

The Bottom Action Bar Left

Just like on the Expo KDS, the Bottom Action Bar on the To-Go KDS is used to interact with the tickets. There are two differences, however, when it comes to the icons found on the left side of the bottom action bar.

Ticket Button

The first is the ticket button.

<!--Highlight ticket button-->

This icon 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 second is the printer button.

<!--Highlight printer button-->

This icon prints guest name labels at the to-go assembly station (only if individual names are requested).

While the KDS can seem overwhelming at first, remember that it is designed to help! Don't be afraid to touch it! If you make a mistake, you can always fix it. So get in there and get hands on! The more you interact with the KDS, the quicker you will master it.

You've made it through the KDS training content! Nice job! Let's check one more time to see if you have any questions on any of the material that was covered. Click below for a final knowledge check.

Knowledge Check

<!--Example Questions-->

Put these parts of the KDS in order from top to bottom

1. The Tabs, 2. The Information Bar, 3. The Body, 4. The Bottom Action Bar.

Select the icon that can be used to recall a bumped check

Blue Circular Arrow

Printers and printing options can be modified under which tab?

Deployment

Select the icon that can be used to bump a check

Green Check Mark