
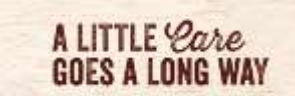




Course Title	Kitchen Display System (KDS)
Module Title	Kitchen Display System (KDS)
Estimated Duration	10-15 Mins
Module #/ # of Modules	1/1
Module Objectives	<ol style="list-style-type: none"> 1. The learner will be able to demonstrate the functionality of the KDS. 2. The learner will be able to identify the structure of the KDS. 3. The learner will be able to define ticket color meanings. 4. The learner will be able to identify differences between the Expo KDS and the To-Go KDS
Audience	Assemblers, Servers, and To-Go
Glossary	<p>KDS - The Kitchen Display System or KDS tracks all orders to ensure accuracy and communication between all areas of the restaurant.</p> <p>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.</p> <p>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.</p> <p>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.</p>
Notes	All pics are from Cracker Barrel Brand book, website, or are icons from MS Word



Ref	On-Screen Text	Design Notes
1	To start, select the "Begin Here" button.	Basic button on cracker barrel background 
<p>Narration Text To start, select the "Begin Here" button.</p>		

Ref	On-Screen Text	Design Notes
2	Our guests love our food!	<p>Background and font (“love” in cursive):</p>  <p>Picture appearing of guests enjoying food in dining room and food To-Go as they are mentioned in narration. Sample pics:</p>  

Narration Text

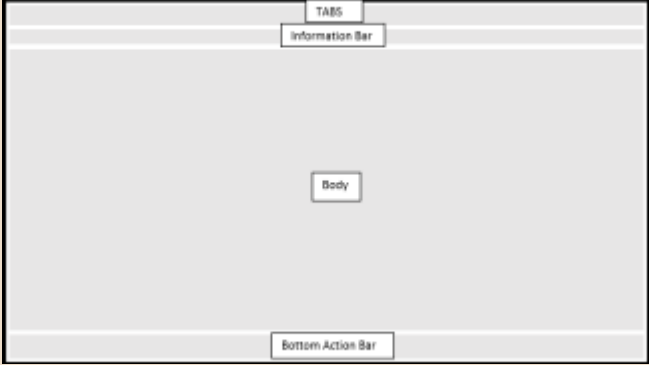

Our guests love our food! And whether they choose to enjoy it in our dining room or their home, we give the people what they want!



Ref	On-Screen Text	Design Notes
3	n/a	Show video of busy Cracker Barrel restaurant have it cut from waitstaff taking orders to ringing up orders to kitchen cooking food.
<p data-bbox="203 1094 407 1129">Narration Text</p> <p data-bbox="203 1142 1406 1207">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?</p>		

Ref	On-Screen Text	Design Notes
4	Kitchen Display System – KDS	<p>Picture of KDS fades in.</p>  <p>Reving engine sound after “buckle up”</p>  <p>Reving Engine Sample.m4a</p> <p>Ready, Set, Go button at bottom appears after the word “click below”</p> <p>Ready, Set, Go!</p>

Narration Text

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.



Ref	On-Screen Text	Design Notes
5	Structure	 <p>Each section will be revealed one at a time from top down when it is mentioned. This will be the view after narrations says, "At the very top you will see a series of tabs."</p> 
<p>Narration Text</p> <p>Let's start with the structure of the KDS. 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 the features of the KDS. To advance to the next topic select the area that says, "Information Bar".</p>		

Ref	On-Screen Text	Design Notes
6	Structure	 <p>Right arrow will be highlighted when mentioned.</p> 

Narration Text

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

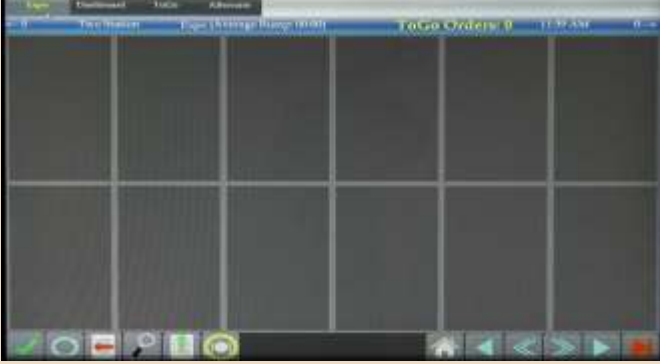

Select the right navigation arrow to advance to the next part of the KDS

Ref	On-Screen Text	Design Notes
7	Structure	 <p>Tabs will highlight when mentioned.</p> 

Narration Text



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.

Click anywhere in body to advance to the final part of the KDS

Ref	On-Screen Text	Design Notes
8	Structure	 <p>Icons will highlight when mentioned</p> 

Narration Text

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.

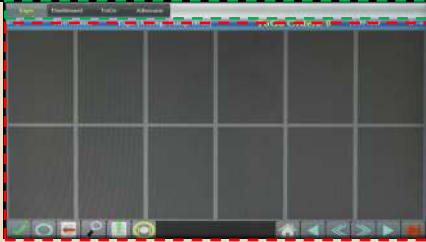

Ref	On-Screen Text	Design Notes
9	<p>Knowledge Check</p> <p>Select the component that allows a team member to interact with the information found in the body of the KDS.</p> <p>(Correct Feedback) Great job! The Bottom Information Bar allows you to interact with the information found in the Body of the KDS. Please select the next button to continue.</p> <p>(Incorrect Feedback) Not Quite. The Bottom Information Bar allows you to interact with the information found in the Body of the KDS. Please select anywhere in the Bottom Information Bar to Continue.</p>	 <p>There will be an invisible hotspot over the Bottom Info Bar and an invisible hotspot over the rest of the KDS. If a user clicks anywhere in the Bottom Info Bar they will be correct. A correct answer will trigger a next arrow</p> 

Narration Text

Now you're in the driver's seat – let's see how well you know the structure of the KDS. Select the component that allows a team member to interact with the information found in the body of the KDS.

(Correct Feedback) Great job! The Bottom Information Bar allows you to interact with the information found in the Body of the KDS. Please select the next button to continue.

(Incorrect Feedback) Not Quite. The Bottom Information Bar allows you to interact with the information found in the Body of the KDS. Please select anywhere in the Bottom Information Bar to Continue.

Ref	On-Screen Text	Design Notes
10	<p>Knowledge Check</p> <p>Select the component that would serve as the broad navigation of the KDS.</p> <p>(Correct Feedback) 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.</p> <p>Select "Station Details" below to continue.</p> <p>(Incorrect Feedback) Not Quite. The Tabs at the top allow you to broadly navigate through the KDS. Remember: Each tab will change what is displayed in the body of the KDS.</p> <p>Select "Station Details" below to continue.</p>	 <p>There will be an invisible hotspot over the Tabs and an invisible hotspot over the rest of the KDS. If a user clicks anywhere in the Tabs section they will be correct. A correct answer will trigger a station details arrow. An incorrect answer will provide another opportunity. They will continue until they</p> 

Narration Text

Clicking on these tabs will change what is displayed in the body of the KDS.

(Correct Feedback) 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.

(Incorrect Feedback) Not Quite. Try Again.

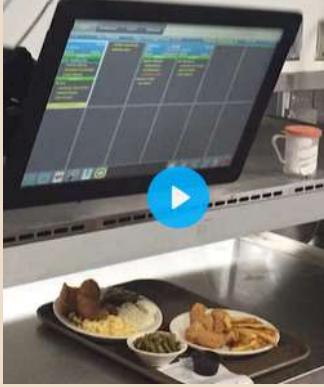
Select "Station Details" below to continue.

Ref	On-Screen Text	Design Notes
11	KDS Stations: Expo and To-Go	 <p>One picture of in-house dining and one of To-Go</p>

Narration Text


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 our server delighting a guest with some of our scratch-made food.

Ref	On-Screen Text	Design Notes
12	Expo Station KDS	

Narration Text

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.

Ref	On-Screen Text	Design Notes
13	<p>Expo Station KDS</p> <p>Expo Tab The expo tab displays all active tickets being produced as well as all curbside guests who have arrived for pick-up.</p> <p>Dashboard The dashboard tab provides ticket time information for last hour and all day for all KDS stations</p> <p>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.</p> <p>Alternate The alternate tab is used to redirect the tickets. This would be needed if one of the kitchen stations goes down.</p>	 <p>User will click on each tab. The KDS will update depending on the tab clicked. The narration will match the text and the associated tab. User can select tabs in any order, but must select all tabs before being able to move forward. Tabs will gray out as they are selected and will no longer be active. Arrow below will become active after all tabs have been selected. Prior to this it will give a message to visit all tabs.</p> <p>Expo Tab Details</p>

Narration Text

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.

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

The dashboard tab provides ticket time information for last hour and all day for all KDS stations

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.

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.



Ref	On-Screen Text	Design Notes
14	The Expo Tab	<p>The body will have tickets.</p>  <p>The continued feature will be highlighted. Chicken N Biscuits will flash. There also will be an example of a ticket with a different background.</p> 

Narration Text

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, 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, 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.

Click on a ticket that is continued in an additional column order to learn about how ticket times stay organized – remember: those have a yellow footer.

Ref	On-Screen Text	Design Notes
15	<p>The Expo Tab – Waiting Time Colors.</p> <p>Red means “rush”. These are orders for guests that have been waiting for 12 or more minutes.</p> <p>Orange means “priority”. These are orders for guests that have been waiting for 7 to 11 minutes.</p> <p>Blue means “normal”. These are orders for guests that have been waiting for less than 7 minutes.</p>	 <p>Each color will be highlighted/identified as they are described. At the end there will be images with each description.</p>  <p>The hover of each will tell what the color represents</p>

Narration Text

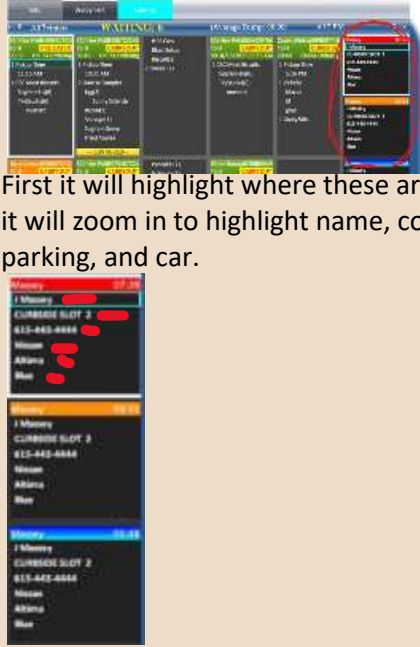
While our top priority is ensuring that guests receive the food they have come to love, we also focus on serving them in a timely manner. To help stay organized and on top of ticket times, we use different colors in the headers of the tickets. The first color is Red.

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

The next color is Orange. Orange means “priority”. These are orders for guests that have been waiting for 7 to 11 minutes.

The final waiting color is Blue. Blue means “normal”. These are orders for guests that have been waiting for less than 7 minutes. A good way to remember what these colors represent is to think that red means danger, orange means hazard, and blue means calm.

To continue click on the sign of the guest who has been waiting the least amount of time for their meal.



Ref	On-Screen Text	Design Notes
16	<p>Curbside Notifications</p> <p>Red means “rush”. These are guests that have been parked and waiting for more than 5 minutes.</p> <p>Orange means “priority”. These are orders for guests that have been parked and waiting for 2 to 5 minutes.</p> <p>Blue means “normal”. These are orders for guests that have been parked and waiting for less than 2 minutes.</p>	 <p>First it will highlight where these are located. Then it will zoom in to highlight name, contact info, parking, and car.</p> <p>When the user clicks on each header it will display the info of what the colors mean as well as trigger the narration. Arrow below will become active after all tabs have been selected. Prior to this it will give a message to visit all tabs.</p> <p><i>Knowledge Check</i></p>

Narration Text

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, contact info, parking slot #, and 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. Select each header to see To-Go waiting time information.

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.


Ref	On-Screen Text	Design Notes
17	<p>Knowledge Check</p> <p>One of these colors is used when one ticket overflows to the next column. Which color is that?</p> <p>(Correct) Nicely done! Yes – remember that red, orange, and blue are connected to guest waiting times. Yellow will be in the footer of any ticket that flows into an additional column</p> <p>(Incorrect) Not quite. Remember that red, orange, and blue are connected to guest waiting times. Yellow will be in the footer of any ticket that flows into an additional column</p>	<p></p> <p>After the user select a color, the next arrow will appear</p> <p></p>

Narration Text

There were a lot of colors in this section – let’s see if you remember what each one means! One of these colors is used when one ticket overflows to the next column. Which color is that?

(Correct) Nicely done! Yes – remember that red, orange, and blue are connected to guest waiting times. Yellow will be in the footer of any ticket that flows into an additional column


(Incorrect) Not quite. Remember that red, orange, and blue are connected to guest waiting times. Yellow will be in the footer of any ticket that flows into an additional column

Ref	On-Screen Text	Design Notes
18	<p>Knowledge Check</p> <p>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.</p> <p>(Correct) Great job! You're on your way to becoming a KDS superstar! Let's learn about more features.</p> <p>(Incorrect) Not quite. Try again</p>	<p>Longest Shortest</p>  <p>User will keep attempting until it is correct.</p>

Narration Text

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.

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


Ref	On-Screen Text	Design Notes
19	The Information Bar	<p>As each item is described it will be highlighted on the screen First two in yellow. Second two in green. Last three in red</p>  A screenshot of a software interface. At the top, there is a horizontal bar with several colored segments: yellow, green, and red. Below this bar is a grid of items. The first two items in the first row are highlighted in yellow, the next two in green, and the last three in red. The interface also shows a top navigation bar with tabs and a bottom toolbar with various icons.

Narration Text

Between the tabs and the body

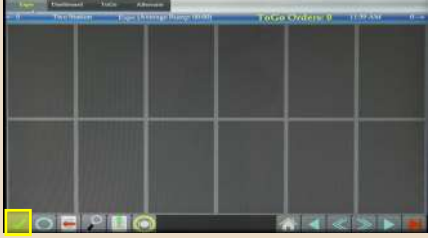
lies the Information bar. If there are additional pages of orders, you can get to these using the arrows at the far left and far right. The information bar also identifies the current number of KDS stations, shows the average ticket time for the last rolling 30 minutes, and indicates the number of live To-Go orders in the system.

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

Ref	On-Screen Text	Design Notes
20	Bottom Action Bar	<p>Highlight of the bottom action bar – animation of highlight to just the left side</p> 

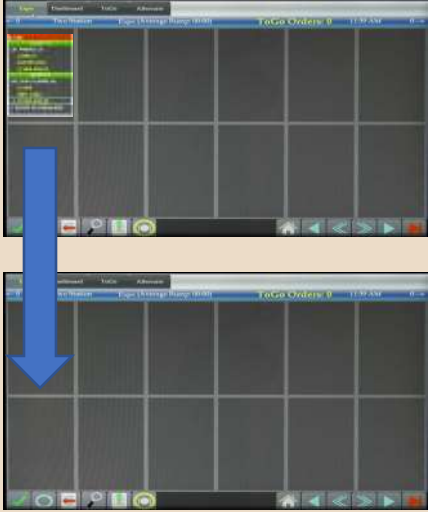
Narration Text

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.

Ref	On-Screen Text	Design Notes
21	Bumping Orders	 <p>21</p> <p>Show some bumping actions – vids of expo bumping tickets, a ticket being placed in the window on a completed order, and a ticket being spiked by the server.</p>


Narration Text

The green check mark icon bumps the check off the station. A “bump” is needed when a ticket’s order is completed and ready to be delivered.

Ref	On-Screen Text	Design Notes
22	Bumping Orders	

Narration Text

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

Ref	On-Screen Text	Design Notes
23	Bumping Orders	<p>Highlight actions as mentioned.</p>  <p>Show vid of a ticket printing. Show an image of a runner check.</p>

Narration Text

To bump a check, a user first selects the check by touching the ticket found in the body.
Next they select the green check mark icon.
This bumps the check. When a check is bumped, 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.

Ref	On-Screen Text	Design Notes
24a	Accurate Bumping	<p>Attention pic “Accurate bumping is Essential”</p>  <p>Video or picture of front of house and back of house employees talking</p> <p>Video or picture happy employee or high five</p>

Narration Text

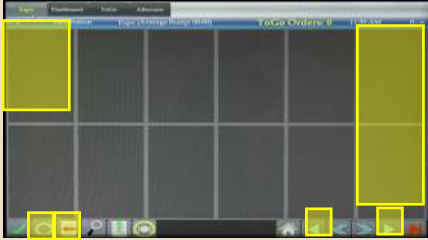
Accurate bumping of checks is essential for the overall success of our Cracker Barrel operations, particularly when it comes to To-Go orders. Inaccurate bumping of tickets will impact the timing of To-Go orders and can lead to long wait times or completed orders that are not picked up promptly.

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.

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

Ref	On-Screen Text	Design Notes
24b	Accurate Bumping	Video of an employee talking about how they just bump tickets quickly at the To-Go station because it's easier and it makes them look their stats look better. Another employee explaining that they used to do that, but it turned out that the stats get tagged as outliers and it messes with the timing quoted for the guest to pick-up their food resulting in longer actual wait times for the guest
<p data-bbox="203 1094 407 1129">Narration Text</p> <p data-bbox="203 1138 500 1173">None – spoken by actors</p>		


Ref	On-Screen Text	Design Notes
25	Recalling a Bumped Check	<p>As the narration is going each item will be highlighted. Some of this will require a video since the screen needs to change.</p> 

Narration Text

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

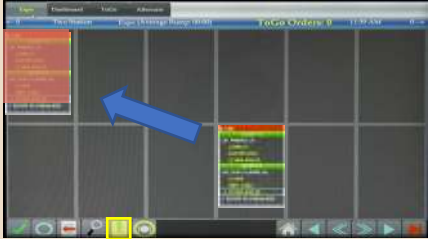
To recall a check, touch the blue circular arrow and the KDS will display bumped checks in bottom right of the station. Once displayed just scroll through the checks using the arrows on the right until you find the one that you would like to recall. Now to bring it back use the next icon, the red arrow pointing left

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.

Ref	On-Screen Text	Design Notes
26	Searching Checks by Table Number	This will require a video showing how it is done 

Narration Text

Sometimes you need access to an active check in a hurry. And we got you covered on that too! The next icon on the bottom action bar 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.

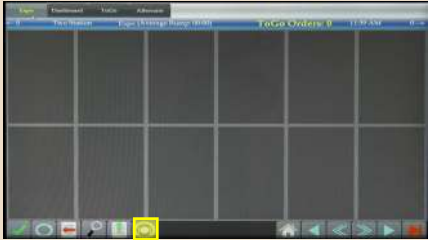
Ref	On-Screen Text	Design Notes
27	Fast Tracking a Ticket	<p>Following the narration steps this will highlight the green check icons and then show the process of fast tracking a ticket</p>  <p>A video with someone communicating “need this on the fly” or something similar would come at the end.</p>

Narration Text

The next icon is a green arrow pointing up.

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.


When fast tracking a ticket, communicating verbally with the Expo, Kitchen, Servers, and To-Go Personnel will result in an improved experience for both team members and the guests.

Ref	On-Screen Text	Design Notes
28	Food Item Counts	<p>Identify button and then show what this looks like when pressed</p> 

Narration Text

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.

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


Ref	On-Screen Text	Design Notes
29	<p>Knowledge Check</p> <p>Let's try bumping a check.</p> <p>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.</p> <p>(Correct) Great job! You're really becoming a KDS champion! Let's try one more question.</p> <p>(Incorrect) Not quite. But don't forget – we can recall a bumped check. Let's do that.</p>	<p>There will be more checks and colors but the correct answer is the check with the red header</p>  <p>If they are incorrect it will walk them through how to recall a bumped ticket and then they will need to try again.</p> <p>The ticket they bumped will be identified in case they did not pay close attention to which one it was. Once they go through that process they will need to attempt the question again.</p>

Narration Text

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.

(Correct) Great job! You're really becoming a KDS champion! Let's try one more question.

(Incorrect) Not quite. But don't forget – we can recall a bumped check. Let's do that. Touch the blue circular arrow to display bumped checks. Good. Now scroll through the checks using the arrows on the right until you find the one that you would like to recall and select the check. Good. Now bring it back by selecting the red arrow pointing left. Great!

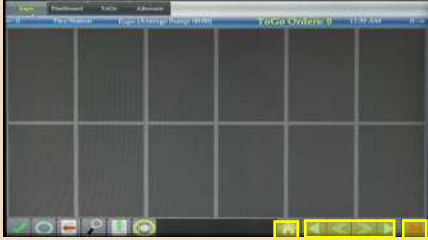
Ref	On-Screen Text	Design Notes
30	<p>Knowledge Check</p> <p>Let's try fast-tracking a check. Select the check of the guest whose order is displayed on multiple columns and fast track the check.</p> <p>(Correct) Great job! You're getting the KDS down and you're heading into the home stretch of the bottom action bar! Let's look at some final features.</p> <p>(Incorrect) Not quite. Click here for a refresher on the fast track icon, click here for a refresher on ticket formats, or click here to try again.</p>	<p>There will be more checks and colors but the correct answer is the check with the yellow footer that spans more than one column</p>  <p>If they are incorrect and select a refresher it will bring them to the part in the training requested and then back to the knowledge check.</p>

Narration Text

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

Correct) Great job! You're getting the KDS down and you're heading into the home stretch of the bottom action bar! Let's look at some final features.

(Incorrect) Not quite. Click here for a refresher on the fast track icon, click here for a refresher on ticket formats, or click here to try again.

Ref	On-Screen Text	Design Notes
31	<p>Bottom Action Bar Continued</p> <p>Home Icon The home icon displays the first page of checks. These are the oldest checks.</p> <p>Blue Arrows The blue solid arrows scroll through individual checks and the double arrows scroll through pages of checks.</p> <p>Red Arrow Right The red right arrow displays the last page of checks – these will have the newest checks.</p> <p>You're doing great! Keep up the good work!</p>	<p>When user selects each icon, text will display along with VO</p> 

Narration Text


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

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

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


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

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!

Ref	On-Screen Text	Design Notes
32	Different KDS Stations	

Narration Text

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.

Ref	On-Screen Text	Design Notes
33	<p>The To-Go KDS 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.</p> <p>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.</p> <p>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</p>	<p>Include a visual of KDS at To-Go station when location is mentioned. Highlight tabs when mentioned</p>  <p>Tab info is spoken and written as user selects each tab Any description that is long will have a click to continue to see the second half</p>

	<p>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.</p>	
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Narration Text

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

The first difference you'll notice between the Expo and the To-Go KDS is the tabs. 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! So let's look at what each tab does – select a tab to learn more about it.

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

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.

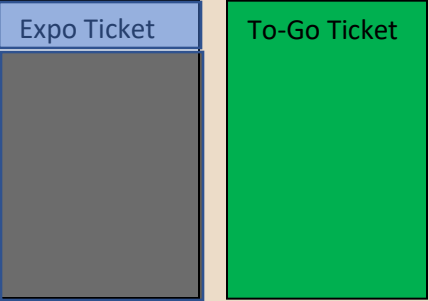
Click to continue

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.

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.

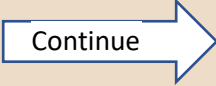
Ref	On-Screen Text	Design Notes
34	The To-Go KDS	<p>Show side by side comparisons of the ticket color of To-Go vs, Expo</p> 

Narration Text

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.

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.

Ref	On-Screen Text	Design Notes
35	To-Go Ticket Colors	<p>Flash a ticket with a black background</p> <p>Flash a ticket with a green background</p> <p>Flash a ticket with a blue background</p> 

Narration Text

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.

Select the continue button to advance

Ref	On-Screen Text	Design Notes
36a	The Information Bar	<p>Highlight waiting and highlight far-right column when mentioned</p> 


Narration Text

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. This will match the number of orders in the far-right curbside column.

To continue, select the bottom action bar.

Ref	On-Screen Text	Design Notes
36b	From Order to Arrival	Video of actors saying, "how does curbside even work?" Show an order coming in and then a car coming towards the store (like when you order an uber). As soon as the car arrives have the info show up on the right side since they are here
<p data-bbox="203 1108 409 1146">Narration Text</p> <p data-bbox="203 1157 532 1194">n/a -(actors in the video)</p>		

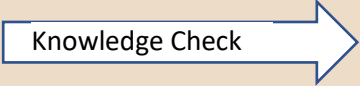
Ref	On-Screen Text	Design Notes
37	Bottom Action Bar	<p>Highlight ticket button when mentioned and highlight printer button (not shown)</p> 

Narration Text

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.

The first is the 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.

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


Ref	On-Screen Text	Design Notes
37	You Did It!	Some happy picture of Cracker Barrel People 

Narration Text

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.

Ref	On-Screen Text	Design Notes
37	<p>Knowledge Check</p> <p>Put these parts of the KDS in order from top to bottom</p> <p>1. The Tabs, 2. The Information Bar, 3. The Body, 4. The Bottom Action Bar.</p> <p>(Correct) Great job! Let's try another question.</p>	<p>There will be pictures of each one and they will be stacking them. It won't be finished until they are correct</p>
<p>Narration Text</p> <p>Put these parts of the KDS in order from top to bottom</p> <p>(Correct) Great job! Let's try another question.</p>		

Ref	On-Screen Text	Design Notes
38	<p>Knowledge Check</p> <p>Select the icon that can be used to recall a bumped check</p> <p>(Correct) Great job! Let's try another question.</p> <p>(Incorrect) Not quite – try again.</p>	<p>It will say “not quite – try again” until they are correct. No verbal feedback on incorrect answers.</p> 
<p>Narration Text</p> <p>Select the icon that can be used to recall a bumped check</p> <p>(Correct) Great job! Let's try one last question.</p>		

Ref	On-Screen Text	Design Notes
38	<p>Knowledge Check</p> <p>Select the tab that allows printers and printing options to be modified</p> <p>(Correct) Really great work! This ends the training. Have a wonderful day!</p> <p>(Incorrect) Not quite – try again.</p>	<p>It will say “not quite – try again” until they are correct. No verbal feedback on incorrect answers.</p>  A screenshot of a software interface with a dark theme. At the top, there is a yellow highlighted tab labeled 'Printers'. Below it, there are several panels with various settings and options, some highlighted in green and others in orange. The interface appears to be a control panel for printer management.

Narration Text

Select the tab that allows printers and printing options to be modified

(Correct) Really great work! This ends the training. Have a wonderful day!