## NCR V:YIX

# Aloha Kitchen Report Guide

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## **Revision Record**

Date	Version #	Description
05/17/2023		Converted the document to use new templates and clarified document is for use when using NPS with Aloha.
11/16/2023		Updated document to reflect NCR Voyix branding.



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## About Aloha Kitchen

The Aloha<sup>®</sup> Kitchen reports provide vital information that allows you to analyze and gauge important aspects of your kitchen production. The reports contain selections that provide numerous reporting capabilities related to speed of service, order timing, and auditing.



Figure 1 Aloha Kitchen Product Panel Icon

To access the Aloha Kitchen reports, you must have the AK (Aloha Kitchen) icon selected in the product panel of the configuration management tool (Aloha Configuration Center or Aloha Manager), then select Reports > Kitchen and choose the report with which to work.



Figure 2 Reports drop-down list

## Key Benefits of the Aloha Kitchen Reports

The following is a list of the Aloha Kitchen reports available to you and their key benefits.

- Audit Report
- Item Level Summary
- Item Level Variance Report
- Consolidated Item Detail Report
- Station Level Item Report
- Order Level Flash Report
- Order Timing Report



- Speed of Service Report
- Speed of Service Interval Report

## Controls on the Reports Screen

When you access and view each report initiated from the CMT, you can use the controls located at the top of the screen to provide additional functionality.



Figure 3 Controls on the Reports Screen

#### **Export Button**

Click Export to display the Save As dialog box and export the report as .pdf, .csv, .xls, or .rtf to make the report more portable and configurable. This gives you the ability to search, sort, and filter data for a variety of uses with common programs, such as MSExcel. The default file type is .pdf and the default directory is Bmp.



Figure 4 Save As Dialog Box

#### **Print Button**

Click Print to display the Print dialog box and print a report to the local printer.



#### **Find Button**

Click Find to display the Find dialog box and find a line item on the report.

Find		×
Fi <u>n</u> d what:	•	Find Next
<ul> <li>Match whole word only</li> <li>Match case</li> </ul>	Direction O Up O Down	Cancel



#### Single Page View Button

Click Single Page View to view the report one page at a time.

#### Multiple Page View Button

Click Multiple Page View to select the number of rows and columns of pages with which you want to view the report.

#### **Continuous Scroll Button**

Click Continuous Scroll to view the report as one long continuous page.

#### Zoom Out Button

Click Zoom Out to increase the view of the report.

#### Zoom In Button

Click Zoom In to decrease the view the report.

#### Zoom Combo button

Select the percentage of the orientation to display the page on the screen. You can also select Page Width and Whole Page.

#### **Previous Page Button**

Click Previous Page to go back to the previous page.

#### Next Page Button

Click Next Page to go forward to the next page.

#### **Current Page**

Indicates the current page and the number of pages of the report, in a x/y format. To go to a certain page, type the page number in the x designation.

#### **Close Button**

Click Close to exit the report and return to the report settings screens report. The Close button is located on the bottom right of the screen.



#### Provide Access to Aloha Kitchen Reports

As a Back-of-House (BOH) user, you must have a sufficient security role to view and print reports in Aloha Kitchen. To do this, you must select QS, or TS, or QS/TS from the Product panel and access the Security Roles function.

#### To provide access to Aloha Kitchen reports:

- 1. Select Maintenance > Labor > Security Roles.
- 2. Select a **security role** from the drop-down list.
- 3. Select the **Kitchen** tab.
- 4. Next to the Reports option, select **View**.
- 5. Click **Save** in the Command panel.
- 6. Repeat this **procedure** for each security role that needs to access Aloha Kitchen reports.
- 7. Click **Close** in the Command panel to exit the **Security Roles** function.

#### Adding Parameters to Your Reports

Each report initiated from the CMT provides additional parameters on the report configuration settings screen which you can narrow or filter certain aspects of the report. Some reports do not offer all parameters options.

#### Date Tab

Use the Date tab to narrow the report by a specific range of dates.

Date Day Part Orde	er Mode Time	
• Use defined dates	Calendar year to date	Number 0 💼
O Use custom dates	Start date	End date Tuesday , October 02, 2012 💌
🔲 Group By Dates	Sort Dates: Ascending	Y

Figure 6 Date Tab

**Use defined dates** — Allows you to select a pre-defined date parameter to use for the report. Select from the following list:

- Current day Reports on the current business day.
- **Calendar month to date** Reports from the first day of the current month to the current business day.
- **Calendar month to date last year** Reports from the first day of the current month of the previous year, to the current business day.
- Calendar year to date Reports from January 1 of the current year to the current business day.



- **Calendar year to date last year** Reports from January 1 of the previous year to the current business day.
- Current calendar month Reports on the current month.
- Current calendar week Reports on the current week.
- Current calendar year Reports on the current year.
- **Last number of days** Reports on a defined number of days previous the current business day. You must specify the number of days to report from the 'Number' drop-down list.
- Last calendar month Reports from the last completed month.
- Last calendar year Reports from the last completed year.
- **Next number of days** Reports on a defined number of days set in the future. You must specify the number of days to report from the 'Number' drop-down list.

**Number** — Specifies the number of days to report when you select 'Last number of days' and 'Next number of days' from the 'Use defined dates' drop-down list.

**Use custom dates** — Allows you to define a date range to use for the report. *Required Options:* You must clear 'Use defined dates' to enable this option.

**Start date** — Specifies the starting date to use for the custom date range. Select the date from the calendar. *Required Options:* You must select 'Use custom dates' to enable this option.

**End date** — Specifies the ending date to use for the custom date range. Select the date from the calendar. *Required Options:* You must select 'Use custom dates' to enable this option.

Group By Dates — Groups the data for the report by date.

**Sort Dates** — Sorts the grouping either by ascending (earliest first) or descending (latest first) on the report. *Required Options:* You must select 'Group By Dates' to enable this option.

#### Day Part Tab

Use the Day Part tab to narrow the report by a specific, or group, of consecutive day parts.

Date Day Part Order Mode Time	
Starting Day Part Breakfast	Group By Day Parts
Ending Day Part Late Night	Sort Day Parts:

Figure 7 Day Part Tab



FOH Sp	eed Of S	ervice I	nterval	
				Date Range: 8/1/2016
FOH Speed Of Sen	rice Interval			
FOH Speed Of Sen	vice Interval for 12-1	PM		
Start Time	Trans. Count	Start-Tender	Tender-Bump	
12:15 PM	1	0:07	1.06	
12:30 PM	1	0:04	1:10	
12:45 PM	1	0:03	1:11	
TOTAL	з	0:05	1:09	
Number of Non-Q	ualifying Orders in i	nterval: O		
FOH Speed Of Sen	vice Interval for 1-2 l	M		
Start Time	Trans. Count	Start-Tender	Tender-Bump	
1:00 PM	1	0:04	1:05	
1-15 PM	2	0:14	1:12	

Figure 8 Grouped by Day Part Example (FOH Speed of Service Report)

Starting Day Part - Specifies the first day part to use in a range for the report.

Ending Day Part — Specifies the last day part to use in a range for the report.

Group By Day Parts - Groups the data for the report by day part.

**Sort Day Parts** — Sorts the grouping on the report, either ascending (first defined day part listed first) or descending (last defined day part listed first). *Required Options:* You must select 'Group by Day Parts' to enable this option.

#### Order Mode Tab

Use the Order Mode tab to filter the report by a specific, or group, of order modes.

Date Day Part Order Mode Time Order Modes Order Modes			
Order Modes   Catering  Catering  Drive Thru  Eat In  OLO - Pickup  Sort Order Modes:	Date Day Part	Order Mode Time	
Catering     Image: Catering       Drive Thru     Image: Catering       Eat In     Sort Order Modes:	Order Modes		
Ascending	Catering Drive Thru Eat In OLO - Pickup		Sort Order Modes:

Figure 9 Order Mode Tab



				Date Range: 8/1/2016
-				
FOH Speed Of Sen	vice Interval			
FOH Speed Of Sen	vice Interval for DIN	EIN		
Start Time	Trans. Count	Start-Tender	Tender-Bump	
9:00 AM	1	0:04	1:26	
9:15 AM	0	0:00	0:00	
9:30 AM	2	0:06	47:10	
9:45 AM	0	0:00	0:00	
10:00 AM	0	0:00	0.00	
10:15 AM	0	0:00	0:00	
10:30 AM	0	0:00	0.00	
10:45 AM	0	0:00	0:00	
11:00 AM	1	1:15	10.01	
11:15 AM	3	0:06	7:21	
TOTAL	7	0:16	18:16	
Number of Non-Q	ualifying Orders in i	nterval: 0		
FOH Speed Of Sen	rice Interval for Driv	elhu		
Start Time	Trans. Count	Start-Tender	Tender-Bump	
11:30 AM	1	0:03	1357	
TOTAL	2	0:03	1357	

Figure 10 Grouped by Order Mode Example (FOH Speed of Service Report)

Order Modes - Specifies the defined order modes by which to filter the report.

Group by Order Modes – Groups the data for the report by order mode.

**Sort Order Modes** — Sorts the grouping either ascending (first defined order mode listed first) or descending (last defined order mode listed first) on the report. *Required Options:* You must select 'Group by Order Modes' to enable this option.

#### Time Tab

Use the Time tab to narrow the report by a specific range of time.

Start Time:
12:00:00 AM 🗧
End Time:
11:59:59 PM 🔶

Figure 11 Time Tab

**Start Time** — Specifies the starting time of day by which to report.

End Time - Specifies the ending time of day by which to report.



#### Course Tab

Use the Course tab to group the report by courses.

Date	Day Part	Order Mode	Time	Course	
					Group By Course

Figure 12 Course Tab

Group by Course - Prints a section, for each course.



## Audit Report

The Audit report provides detailed tracking of certain actions performed in Aloha Kitchen, such as manually adjusted quote times, recalled orders, manually printed orders, and orders bumped via master bumping. A page prints for each option you select.

Select Reports > Kitchen > Audit to display the Audit report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

Audit Report		
Max Number of Records:	s: 0	
Date Day Part Ord	der Mode   Time   Audit Settings	
<ul> <li>Use defined dates</li> </ul>	Current day Number	
C Use custom dates	Start date         End date           Friday         , March         21, 2014         Y	
Group By Dates	Sort Dates: Ascending	
Generate Repo	ort	Close

Figure 13 Audit Report Configuration Settings Screen

The Audit report offers the following parameters you can use:

- Narrow, group, and sort by date.
- Filter, group, and sort by day part.
- Filter, group, and sort by order mode.
- Narrow by starting and ending time of day.

#### Reference

Refer to <u>"Adding Parameters to Your Reports" on page 4</u> for more information on selecting parameters for Aloha Kitchen reports.

**Store** — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.



**Max Number of Records** — Specifies the maximum number of records to include in the report. Once you reach the maximum number, the report does not include any other records.

**Manager Adjusted Quote Time** — Prints a separate page with each instance an employee overrode a quote time from the video screen.

Audit						Kitch
						Date Range: 1/1/2012 - 10/2/2
Manager Adjusto Date	ed Quote Time Dav Part	Order Mode	Time	System Quote	Adjusted Quote	2 Variance
Total Number o	f Orders Adjusted:	0		-,		
Average Adjustn	nent: 00:00:00					

Figure 14 Manager Adjusted Quote Time Page of the Audit Report

Columns on the M	lanager Adjusted Quote Time Page of the Audit Report
Date	The date the adjusted quote time occurred, based on the date, or date range, on which you are reporting.
Day Part	The day part in effect at the time the employee made the adjustment.
Order Mode	The order mode applied to the order at the time the employee made the adjustment.
Time	The time of day the quote time the employee made the adjustment.
System Quote	The defined quote time before adjustment.
Adjusted Quote	The time to which the employee manually adjusted the quote time.
Variance	The difference between the system quote time and the adjusted quote time, based on the following calculation: adjusted quote time - system quote time.
Total Number of Orders Adjusted	The total count of adjusted orders included in the date range.
Average Adjustment	The overall average variance between the system quote time and the adjusted quote time, based on the following calculation: total adjusted quote time - total system quote time.



**Recalled Orders** — Prints a separate page with the total amount of times an employee recalled an order.

**Recalled Orders: Show Details** — Displays each order an employee recalled from the video screen.

Audit					
Recalled Orders					
Date	Day Part	Order Mode	Time	Order #	
Total Number of	f Orders : 30				
Total Number of	f Orders Recalled	0			
% Orders Reca	ed: O				

Figure 15	<b>Recalled Orders</b>	Page of the	Audit Report
-----------	------------------------	-------------	--------------

Columns on the R	ecalled Orders Page of the Audit Report
Date	The date the employee recalled the order, based on the date, or date range, on which you are reporting.
Day Part	The day part in effect at the time the employee recalled the order.
Order Mode	The order mode applied to the order at the time the employee recalled the order.
Time	The time of day at which the employee recalled the order.
Order #	The order number of the check.
Total Number of Orders	The total count of orders included in the date range.
Total Number of Orders Recalled	The total count of recalled orders included in the date range.
% Orders Recalled	The percentage of recalled orders, based on the following calculation: total number of recalled orders / total number of orders.

**Manually Printed Orders** — Prints a separate page with the total amount of times an employee selected an order to print from the video screen.



**Manually Printed Orders: Show Details** — Displays each order which an employee printed from the video screen.

Audit						
Printed Orders						
Date	Day Part	Order Mode	Time	Order #		
1/26/2012	Late Night	Eat In	9:30 PM	10008		
% Orders Printed	t 3					
						- Å-

#### Figure 16 Printed Orders Page of the Audit Report

Columns on the P	rinted Orders Page of the Audit Report
Date	The date the employee printed the order, based on the date, or date range, on which you are reporting.
Day Part	The day part in effect at the time the employee printed the order.
Order Mode	The order mode applied to the order at the time the employee printed the order.
Time	The time of day at which the employee printed the order.
Order #	The order number of the check.
Total Number of Orders	The total count of orders included in the date range.
Total Number of Orders Printed	The total count of printed orders included in the date range.
% Orders Printed	The percentage of printed orders, based on the following calculation: total number of orders printed / total number of orders.

**Master Bumped Orders** — Prints a separate page with the total amount of times employees bumped orders from a kitchen station configured for master bumping. Master bumping allows you to bump orders from one station which causes all other stations to bump the order from their station.



**Master Bumped Orders: Show Details** — Displays each order which an employee bumped from a kitchen station configured for master bumping.

Master Bumped	Orders				
Date	Day Part	Order Mode	Time	Order #	
5/15/2012	Lunch	Eat In	11:06 AM	10001	
5/15/2012	Lunch	EatIn	11:09 AM	10003	
5/10/2012	Afternoon	OLO - Pickup	3:13 PM	10006	
Total Number of	Orders : 30				
Total Number o	f Orders Master B	umped: 3			
% Orders Maste	r Bumpect 10				

Figure 17	Master	Bumped	Orders	Page	of the	Audit	Report
0				<u> </u>			

Columns on the M	laster Bumped Orders Page of the Audit Report
Date	The date the employee bumped the order via master bumping, based on the date, or date range, on which you are reporting.
Day Part	The day part in effect at the time the employee bumped the order via master bumping.
Order Mode	The order mode applied to the order at the time the employee bumped the order via master bumping.
Time	The time of day the employee bumped the order via master bumping.
Order #	The order number of the check.
Total Number of Orders	The total count of orders included in the date range.
Total Number of Orders Bumped	The total count of orders bumped via master bumping included in the report.
% Orders Master Bumped	The percentage of orders the employee bumped the order via master bumping, based on the following calculation: total number of orders bumped / total number of orders.



## **Item Level Summary**

The Item Level Summary report lists the average time it took to prepare all orders for each day part, grouped by course.



Figure 19 Item Level Summary Report (Last Page)

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Key Elem	ents on the Item Level Summary Report
1	The average time it took to prepare all items ordered during each day part, by course, based on the date, or date range, on which you are reporting.
2	The total average time it took to prepare all items for all day parts, by course.
3	The variance between the actual prepared time against the defined item cook time defined in Item Cook Time Maintenance, based on the following calculation: actual item cook time / defined item cook time. The ideal time appears for each course.

Select Reports > Kitchen > Item Level Summary to display the Item Level Summary report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

Ι	tem	i Level Sum	imary					
	Date	Category						
	🖲 Us	se defined dates	Current day		-	Number 0	*	
	O Us	se custom dates	Start dat Friday , March	e 21, 2014 💌	Friday ,	End date March 21, 2014	T	
			none					
		Generate Repo	t					Close

Figure 20 Item Level Summary Report Configuration Settings Screen

The Item Level Summary report offers the 'Narrow by date' parameter.

_	_

#### Reference

Refer to <u>"Adding Parameters to Your Reports" on page 4</u> for more information on selecting parameters for Aloha Kitchen reports.

**Store** — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.



**Exclude Items from Category** — Specifies the category of items to optionally exclude from the calculation of this report. You must create a category in Maintenance > Menu > Categories and add the items you want to include.



## Item Level Variance Report

The Item Level Variance report displays such things as the difference between the actual prepared time against the cook time defined for the item in Item Cook Time Maintenance, the order mode applied to the order at the time the employee entered the order, the total count of the item ordered, and many more. Additionally, you can exclude items from the report, using a category and display only orders bumped over or under a defined threshold.

item	Levei	ariance	,					W Kitchen
							Date Rar	nge: 1/1/2013 - 5/1/2013
Date	Day Part	Order Mode	ltern ID	ltern	ItemCount	Ideal Time	Average Cook Time	Variance
4/22/2013	Breakfast	Stall	27500	Sanic	2	00:00:00	00:47:22	00:47:22
4/22/2013	Dinner	Stall	27360	Bcn	1	00:00:00	00:00:21	00:00:21
4/22/2013	Lunch	Order Mode 0	27360	Bcn	4	00:00:00	00:01:16	00:01:16
4/22/2013	Lunch	Order Mode 0	27460	Cris py Chicken	1	00:00:00	00:00:38	00:00:38
4/22/2013	Lunch	Order Mode Ø	9590	Grilled Cheese	2	00:00:00	00:00:28	00:00:28
4/22/2013	Lunch	Order Made Ø	27520	Grilled Chicken	4	00:00:00	00:00:24	00:00:24
4/22/2013	Lunch	Order Mode Ø	8980	Jr CheeseBurger	16	00:00:00	00:00:25	00:00:25
4/22/2013	Lunch	Order Mode D	31600	Jr Deluxe	10	00:00:00	00:01:29	00:01:29
4/22/2013	Lunch	Order Mode Ø	8890	Jr Double	46	00:00:00	00:00:49	00:00:49
4/22/2013	Lunch	Order Mode 0	992810	MD Limeade	5	00:00:00	00:00:06	00:00:06
4/22/2013	Lunch	Order Mode Ø	992700	MD Soda	12	00:00:00	00:00:20	00:00:20
4/22/2013	Lunch	Order Mode Ø	9490	MD Tater Tots	12	00:00:00	00:00:20	00:00:20
4/22/2013	Lunch	Order Made Ø	3720	PC Must and	1	00:00:00	00:00:13	00:00:13
4/22/2013	Lunch	Order Mode Ø	30440	Reg All	1	00:00:00	00:00:15	00:00:15
4/22/2013	Lunch	Order Made Ø	30450	<b>Reg New York</b>	3	00:00:00	00:00:15	00:00:15
4/22/2013	Lunch	Order Mode Ø	992704	RTSoda	7	00:00:00	00:00:25	00:00:25
4/22/2013	Lunch	Order Mode Ø	27010	Sonic Bacon	28	00:00:00	00:00:48	00:00:48
4/22/2013	Lunch	Order Mode Ø	27500	Sanic	56	00:00:00	00:00:38	00:00:38
4/22/2013	Lunch	Order Made Ø	27290	SS Bacon Dbl	22	00:00:00	00:00:52	00:00:52
4/22/2013	Lunch	Order Mode Ø	27510	SS Double	2	00:00:00	00:00:20	00:00:20
4/22/2013	Lunch	Counter	27290	SS Bacon Dbl	1	00:00:00	00:03:54	00:03:54
4/22/2013	Lunch	Counter	27510	SS Double	4	00:00:00	00:04:13	00:04:13
4/22/2013	Lunch	Drive Thru	13760	Apples	1	00:00:00	00:00:04	00:00:04
4/22/2013	Lunch	Drive Thru	8660	Chicken Strip	1	00:00:00	00:01:14	00:01:14
4/22/2013	Lunch	Drive Thru	36280	Grilled Chicken	10	00:00:00	01:28:48	01:28:48
4/22/2013	Lunch	Drive Thru	8980	Jr CheeseBurger	2	00:00:00	00:04:36	00:04:36
	1000000000	Daire There	0000	In Double	2	00-00-00	00.04/36	00-04-26

Figure 21 Item Level Variance Report - First Page

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5/15/2012	Lunch	OLO - Pickup	100260	Zinger Tower	1	00:00:00	00:01:23	00:01:23	10005
5/10/2012	Lunch	OLO - Pickup	100260	Zinger Tower	1	00:00:00	00:12:11	00:12:11	10005
5/10/2012	Afternoon	EatIn	100260	Zinger Tower	1	00:00:00	00:01:41	00:01:41	10008
1/26/2012	Dinner	Catering	100260	Zinger Tower	1	00:00:00	00:46:59	00:46:59	10007
5/10/2012	Lunch	OLO - Pickup	100260	Zinger Tower	1	00:00:00	00:12:25	00:12:25	10004
5/10/2012	Lunch	Catering	100260	Zinger Tower	1	00:00:00	00:12:05	00:12:05	10002
1/26/2012	Dinner	Eat In	100260	Zinger Tower	1	00:00:00	04:23:31	04:23:31	10002
1/26/2012	Dinner	Eat In	100260	Zinger Tower	1	00:00:00	04:23:39	04:23:39	10001
5/10/2012	Afternoon	EatIn	100260	Zinger Tower	1	00:00:00	00:00:34	00:00:34	10007
1/26/2012	Dinner	Eat In	100260	Zinger Tower	1	00:00:00	00:47:16	00:47:16	10005
5/10/2012	Lunch	Eat In	100260	Zinger Tower	1	00:00:00	00:11:44	00:11:44	10003
Total Number of Items Orderect: 233									
Total Unique Items Ordered: 33									



Columns on the It	em Level Variance Report
Date	The date the employee entered the order for the item, based on the date, or date range, on which you are reporting. The date displays 'All' when items are consolidated.
Day Part	The day part in effect at the time the employee entered the order. The day part displays 'All' when items are consolidated.
Order Mode	The order mode applied to the order at the time the employee entered the order. The order mode displays 'All' when items are consolidated.
Item ID	The ID associated for the item.
Item	The name of the item.
Item Count	The total count of the item ordered. The count displays '1' when items are not consolidated.
Ideal Time	The item cook time of the item, as defined in Item Cook Time Maintenance.
Average Cook Time	The average time it took to prepare the item, based on the following calculation: total cook times / total count of items. If items are consolidated, the average times of each consolidated items are combined.
Variance	The variance between the actual prepared time against the defined item cook time, based on the following calculation: average cook time - ideal time.
Under	
Total Number of Items Ordered	The total count of items included in the report.
Total Unique Items Ordered	The total count of non-identical items included in the report.



Select Reports > Kitchen > Item Level Summary to display the Item Level Summary report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

Item Level Vari	ance Report		
Date Day Part Orde	r Mode   Time   Item   Category   Filter	Orders	
<ul> <li>Use defined dates</li> </ul>	Current day	Vumber 0 🛫	
C Use custom dates	Start date Friday , March 21, 2014	End date Friday , March 21, 2014	
Group By Dates	Sort Dates: Ascending	<b>~</b>	
Generate Repo	t		Close



The Item Level Variance report offers the following parameters:

- Narrow, group, and sort by date.
- Filter, group, and sort by day part.
- Filter, group, and sort by order mode.
- Narrow by starting and ending time of day.

#### Reference

Refer to <u>"Adding Parameters to Your Reports" on page 4</u> for more information on selecting parameters for Aloha Kitchen reports.

**Store** — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.

**Consolidate Items –** Combines like items on the report.

**Exclude Items from Category** — Specifies the category of items to exclude from the calculation of this report. You must create a category in Maintenance > Menu > Categories and add the items you want to include.



#### Group Box: Filter Order

Use the Filter Orders group box to include only orders bumped over or under a specified number of minutes.

**Orders Bumped Over** \_\_\_\_ **minutes** — Includes only the orders which were bumped past a specified number of minutes. Type the threshold in the text box.

**Orders Bumped Under** <u>\_\_\_</u> **minutes** — Includes only the orders which were bumped before a specified number of minutes. Type the threshold in the text box.



## **Consolidated Item Detail Report**

The Consolidated Level Item report displays a consolidated (or unconsolidated) list of items with the difference between the actual prepared time against the cook time defined in Item Cook Time Maintenance. The report also displays the maximum and minimum time of a single instance it took to prepare an item.

							Date Range: 1/1/2013 - 5/1/2013
	Number	Ideal Time	Average Time	Variance	MaximumTime	MinimumTime	
3 Pc Chicken	3	0:00	1:01	1:01	1:34	0:12	
Apples	13	0:00	0:03	0:03	D:14	0:00	
Bcn	23	0:00	38:44	38:44	174:05	0:00	
BLTSandwich	3	0:00	1:33	1:33	3:17	0:00	
Ched R Bites	1	0:00	0:00	0:00	0:00	0:00	
Chicken Strip	16	0:00	35:48	35:48	56:56	0:04	
Corn Dog	1	0:00	0:00	0:00	0:00	0:00	
Crispy Chicken	13	0:00	1:12	1:12	3:19	0:00	
Crispy Chicken	3	0:00	2:05	2:05	3:12	1:07	
Foot Long 1/4b	7	0:00	1:34	1:34	3:21	0:24	
Foot LongHot	1	0:00	0:27	0:27	0:27	0:27	
FT New York	1	0:00	0:00	0:00	0:00	0:00	
Gift Card Reload	3	0:00	23:41	23:41	44:12	0:07	
Grilled Cheese	7	0:00	2:53	2:53	7:38	0:02	
Grilled Chicken	19	0:00	48:19	48:19	88:49	0:01	
Grilled Chideen	12	0:00	3:37	3:37	18:21	0:00	
Jr Burger	1	0:00	0:02	0:02	0:02	0:02	
Jr CheeseBurger	24	0:00	0:58	0:58	4:20	0:01	
Jr Deluxe Burger	1	0:00	8:31	8:31	8:31	8:31	
Jr Deluxe	25	0:00	2:00	2:00	18:21	0:00	
Jr Dauble	65	0:00	3:46	3:46	192:39	0:01	
LG Papcam	1	0:00	0:14	0:14	0:14	0:14	
LGSlush	1	0:00	0:01	0:01	0:01	0:01	
LGSoda	4	0:00	0:10	0:10	0:34	0:01	
MD Cherry	8	0:00	0:03	0:03	0:15	0:00	
MD Chili Cheese	15	0:00	7:43	7:43	87:42	0:13	
MD Diet	3	0:00	0:23	0:23	0:33	0:04	
		0.00	0.07	0.27	1-09	0.06	

Figure 24 Consolidated Item Level Report Example

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							Date Dawney & /s /0010 E /s /0010
							Date Range: 1/1/2013 - 5/1/2013
	Number	Ideal Time	Average Time	Variance	MaximumTime	MinimumTime	
3 Pc Chicken	1	0:00	0:12	0:12		0:12	
3 Pc Chicken	1	0:00	1:18	1:18			
3 Pc Chicken	1	0:00	1:34	1:34	1:34		
Apples	1	0:00	0:13	0:13			
Apples	1	0:00	0:01	0:01			
Apples	1	0:00	0:01	0:01			
Apples	1	0:00	0:14	0:14	0:14		
Apples	1	0:00	0:01	0:01			
Apples	1	0:00	0:03	0:03			
Apples	1	0:00	0:02	0:02			
Apples	1	0:00	0:00	0:00		0:00	
Apples	1	0:00	0:01	0:01			
Apples	1	0:00	0:00	0:00			
Apples	1	0:00	0:01	0:01			
Apples	1	0:00	0:01	0:01			
Apples	1	0:00	0:03	0:03			
Bcn	1	0:00	1:53	1:53			
Bon	1	0:00	0:12	0:12			
Bcn	1	0:00	0:19	0:19			
Bcn	1	0:00	0:07	0:07			
Bon	1	0:00	3:41	3:41			
Bon	1	0:00	7:37	7:37			
Bcn	1	0:00	0:05	0:05			
Bcn	1	0:00	1:23	1:23			
Bcn	1	0:00	0:00	0:00		0:00	
Bcn	1	0:00	3:19	3:19			
Bon	1	0:00	117:29	117:29			

#### Figure 25 Consolidated Item Level Report Example (Unconsolidated)

Columns on the Consolidated Item Detail Report				
ltem (not displayed)	The name of the item.			
Number	The number of times customers ordered the item during the date, or date range, on which you are reporting.			
Ideal Time	The item cook time of the item, as defined in Item Cook Time Maintenance. If items are consolidated, the time is combined.			
Average Time	The average time it took to prepare the item, based on the following calculation: total preparation time / total number of items. If items are consolidated, the time is combined.			



Columns on the Consolidated Item Detail Report				
Variance	The variance between the actual prepared time against the defined item cook time defined in Item Cook Time Maintenance, based on the following calculation: average time / ideal time.			
Maximum Time	The highest amount of time it took to prepare the item.			
Minimum Time	The lowest amount of time it took the prepare the item.			

Select Reports > Kitchen > Consolidated Item Detail to display the Consolidated Item Detail report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

Consolidated It	em Detail Report	
Date Day Part Orde	er Mode   Time   Course   Item   Category	
Output Use defined dates	Current day Number 0 🛨	
C Use custom dates	Start date         End date           Friday         , March         21, 2014         Y	
🗍 Group By Dates	Sort Dates: Ascending	
Generate Repo	t	Close



The Consolidate Item Detail report offers the following parameters you can use:

- Narrow, group, and sort by date.
- Filter by day part.
- Filter by order mode.
- Narrow by starting and ending time of day.
- Group by course.

#### Reference

Refer to <u>"Adding Parameters to Your Reports" on page 4</u> for more information on selecting parameters for Aloha Kitchen reports.



**Store** — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.

**Consolidate Items –** Combines like items on the report.

**Exclude Items from Category** — Specifies the category of items to exclude from the calculation of this report. You must create a category in Maintenance > Menu > Categories and add the items you want to include.



## Station Level Item Report

The Station Level Item Report displays such things as ideal time, cook time, variance, and order number, by kitchen station. Use this report to monitor the progress of each station.

					Date Range: 1/1/2012 - 10/3/2012
Latering	ldeal Time	Cook Time	Variance	Time	Order
Rea Buraer	0:00	13:06	13:06	10:18 AM	10002
Zinger Tower	0.00	13:06	13:06	10:18 AM	10002
Mini Fillet	0:00	13:06	13:06	10:18 AM	10002
Twister	0:00	13:06	13:06	10:18 AM	10002
Zinger Burger	0:00	13:06	13:06	10:18 AM	10002
Salsa Twister	0:00	13:06	13:06	10:18 AM	10002
Lrg Coleslaw	0:00	58:00	58:00	11:08 AM	10004
Reg Burger	0:00	58:00	58:00	11:08 AM	10004
Zinger Tower	0:00	58:00	58:00	11:08 AM	10004
Twister	0:00	58:00	58:00	11:08 AM	10004
Zinger Burger	0:00	58:00	58:00	11:08 AM	10004
Cali Chicken	0:00	58:00	58:00	11:08 AM	10004
Roast Turkey	0:00	58:00	58:00	11:08 AM	10004
Rueben	0:00	58:00	58:00	11:08 AM	10004
Lrg BBQ Beans	0:00	58:00	58:00	11:08 AM	10004
Reg BBQ	0:00	58:00	58:00	11:08 AM	10004
Reg Coleslaw	0:00	58:00	58:00	11:08 AM	10004
Cali Chicken	0:00	3:32	3:32	9:29 PM	10010
Roast Turkey	0:00	3:32	3:32	9:29 PM	10010
Veggie Wrap	0:00	3:32	3:32	9:29 PM	10010
Rueben	0:00	3:32	3:32	9:29 PM	10010
Cali Chicken	0:00	34:53	34:53	9:33 PM	10013
Rueben	0:00	34:53	34:53	9:33 PM	10013
Roast Turkey	0:00	34:53	34:53	9:33 PM	10013
Veggie Wrap	0:00	34:53	34:53	9:33 PM	10013
Roast Turkey	0:00	34:53	34:53	9:33 PM	10013
Chicken					
PROTOT	Ideal Time	Cook Time	Variance	Time	0 rder
Reg Fries	0.00	1.42	1.42	10-10 AM	10001

#### Figure 27 Station Level Item Report Example

Columns on the Station Level Item Report				
ltem (not displayed)	The name of the item ordered from the applicable station, based on the date, or date range, on which you are reporting and the station from which the employee placed the order.			
Ideal Time	The item cook time of the item, as defined in Item Cook Time Maintenance.			
Cook Time	The actual cook time it took to prepare the item.			

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Columns on the Station Level Item Report				
Variance	The variance between the actual cook time against the defined item cook time, based on the following calculation: cook time - ideal time.			
Time	The time employee placed the order for the item, based on the date, or date range, on which you are reporting.			
Order	The order number of the order that included the item.			

Select Reports > Kitchen > Station Level Item Report to display the Station Level Item report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

Station Level It	rem Report	
Date Category Add	ditional Settings	
<ul> <li>Use defined dates</li> </ul>	Current day Number	
C Use custom dates	Start date         End date           Friday         , March 21, 2014         Y	
🔲 Group By Dates	Sort Dates: Ascending	
Generate Repo	rt -	Close

Figure 28 Station Level Item Report Configuration Settings Screen

The Station Level Item report offers parameters that allow you to use custom dates, group by dates, and sort the dates in ascending or descending order.

#### 

#### Reference

Refer to <u>"Adding Parameters to Your Reports" on page 4</u> for more information on selecting parameters for Aloha Kitchen reports.

**Store** — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.



**Group By** – Determines how the report is grouped. Select from the following:

- **Station** Groups the report by kitchen station.
- Day Part Groups the report by day part.
- None Does not group the report.

**Sort By** — Determines how the report is sorted. Select from the following:

- **Time** Sorts the report by time.
- **Station** Sorts the report by kitchen station.
- Item Sorts the report by item.

**Exclude Zero Cook Time Items** — Does not include items which have zero cook times defined in Maintenance > Menu > Item Cook Times.

**Exclude Items from Category** — Specifies the category of items to exclude from the calculation of this report. You must create a category in Maintenance > Menu > Categories and add the items you want to include.



## Order Level Flash Report

The Order Level Flash Report allows you to display two sections that give you a glance at the progress of your kitchen. The Under Bump Variance section monitors the variance between the average preparation and bump time for orders to show how long items remain in the kitchen. The Order Time Analysis section displays the percentage of orders, by a time interval, in comparison to all other orders for the selected date range.

						Date Range:	1/1/2012 - 10/3/2012
Order Bump Va	niance						
Date	Day Part	Order Mode	# Orders	Avg. Prep	Avg. Bump	Variance	# I tems
All	All	All	30	00:34:40	00:34:41	00:00:01	251
Number of Ord	ers: 30						
Order Time Ana	alysis						
Date	Day Part	Order Mode	Time of Day	# Orders	% of Orders	# I tems	
All	All	All	10:15:00 AM	5	16.7	60	
All	All	All	11:00:00 AM	1	3.3	8	
All	All	All	11:05:00 AM	4	13.3	35	
All	All	All	12:05:00 PM	1	3.3	9	
All	All	All	12:10:00 PM	2	6.7	14	
All	All	All	01:35:00 PM	1	3.3	4	
All	All	All	02:45:00 PM	2	6.7	19	
All	All	All	03:10:00 PM	2	6.7	42	
All	All	All	04:20:00 PM	3	10.0	30	
All	All	All	08:45:00 PM	3	10.0	7	
All	All	All	09:25:00 PM	3	10.0	12	
All	All	All	09:30:00 PM	3	10.0	11	
Number of Ord	ers: 30						

Figure 29 Order Level Flash Report Example

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Columns on the Or	der Level Flash Report
Order Bump Variand	ce
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting. The date displays as 'All' when the report is not grouped by date.
Day Part	The day part in effect during which the employee entered the order. The day part displays as 'All' when the report is not grouped day part.
Order Mode	The order mode applied to the order at the time the employee entered the order. The order mode displays as 'All' when the report is not grouped by order mode.
# Orders	The total count of orders entered.
Avg Prep	The average preparation time of items, based on the following calculation: preparation time / number of items.
Avg Bump	The average bump time of items, based on the following calculation: bump time / number of items.
Variance	The difference between average preparation time and average bump time, based on the following calculation: average bump time - average preparation time.
# Items	Total count of items included on the order.
Number of Orders	Total count of orders across all dates.
Order Time Analysis	3
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting. The date displays as 'All' when the report is not grouped by date.
Day Part	The day part in effect during which the employee entered the order. The day part displays as 'All' when the report is not grouped day part.
Order Mode	The order mode applied to the order at the time the employee entered the order. The order mode displays as 'All' when the report is not grouped by order mode.
Time of Day	The time of day the employee entered the order.
# Orders	The total count of orders entered.
% of Orders	The percentage of orders entered for the selected date, based on the following calculation: number of orders for the selected date / total number of orders for the selected date range.
# Items	Total count of items included on the order.
Number of Orders	Total count of orders across all dates.

Select Reports > Kitchen > Order Level Flash to display the Order Level Flash report configuration settings screen. Make the selections and click Generate Report to display the report. When you are



finished, click Close to close the report.

Order Level Fla	sh Report	
Date Day Part Ord	er Mode   Time   Filter Orders   Order Settings	
• Use defined dates	Current day Number	
C Use custom dates	Start date         End date           Friday         , March         21, 2014         Y	
Group By Dates	Sort Dates: Ascending	
Generate Repo	rt	Close



The Order Level Flash report offers the following parameters you can use:

- Narrow, group, and sort by date.
- Filter, group, and sort by day part.
- Filter, group, and sort by order mode.
- Narrow by starting and ending time of day.

#### Reference

a

Refer to <u>"Adding Parameters to Your Reports" on page 4</u> for more information on selecting parameters for Aloha Kitchen reports.

**Store** — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.

**Order Bump Variance** — Includes an Order Bump Variance section on the report that allows you to monitor the variance between the average preparation and bump time for orders.

**Order Time Analysis Interval** — Includes an Order Time Analysis section on the report that allows you monitor the percentage of orders by a time interval, in comparison to all other orders for the selected date range.



#### **Group Box: Filter Orders**

Use the Filter Orders group box to include only orders bumped over or under a specified number of minutes.

**Orders Bumped Over** \_\_\_\_ **minutes** — Includes only the orders which were bumped passed a specified number of minutes. Type the threshold in the text box.

**Orders Bumped Under** \_\_\_\_ **minutes** — Includes only the orders which were bumped before a specified number of minutes. Type the threshold in the text box.



## **Order Timing Report**

The Order Timing Report gauges the speed of your kitchen and displays two separate set of metrics pertaining to the time orders are activated and to the time they were bumped. You can define specific time intervals, in whole minutes, to display the number of orders in the kitchen during those intervals and define thresholds, in whole minutes, to display the percentage of orders in the kitchen active during that threshold.



Figure 31 Order Timing Report Example

Key Elem	ents on the Item Level Summary Report
1	The total number of orders bumped under each defined threshold, in minutes.
2	The percentage of orders bumped in the kitchen under each defined threshold, in minutes, specific, based on the following calculation: total number of orders \ total number of orders bumped under the threshold.



Select Reports > Kitchen > Order Timing Report to display the Order Timing report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

Order Timing R	leport	
Date Course Time	Groups	
Use defined dates	Current day Number	
C Use custom dates	Start date         End date           Friday         , March         21, 2014         Y	
🔲 Group By Dates	Sort Dates: Ascending	
Generate Repo	art Close	

Figure 32 Order Timing Report Configuration Settings Screen

The Order Timing report offers the following parameters you can use:

- Narrow, group, and sort by date.
- Group by course.

#### Reference

Refer to <u>"Adding Parameters to Your Reports" on page 4</u> for more information on selecting parameters for Aloha Kitchen reports.

**Store** — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.

**Time Breakdown** — Defines specific time intervals, in whole minutes, to display the number of orders in the kitchen, based on the following calculation for each time interval: time the order was bumped - time the order was activated. Enter intervals in a sequence, such as 0, 1, 2, 3, and more. The system takes the two consecutive breakdowns to create the interval.



For example: You have a breakdown of 0, 1, 2, and 3. The report displays the number of orders active between 0 to 1 minutes, 1 to 2 minutes, and 2 to 3 minutes. If the individual times of 5 orders are 0.5 (30 seconds), 0.75 (45 seconds), 1.5 (1 minute, 30 seconds), 2.25 (2 minutes, 15 seconds), and 2.5 (2 minutes, 30 seconds), the report displays the following:

0-1	1-2	2-3
2	1	2

This means out of 5 orders, 2 orders took less than one minute, 1 order took between 1 to 2 minutes, and 2 orders took between 2 to 3 minutes, from activation to bump.

**Time Thresholds** — Defines specific time thresholds, in whole minutes, to display the percentage of orders in the kitchen, based on the following calculation: total number of orders \ total number of orders bumped under the threshold.

For example: You have thresholds of 1, 2, and 3. If the individual times of 5 orders are 0.5 (30 seconds), 0.75 (45 seconds), 1.5 (1 minute, 30 seconds), 2.25 (2 minutes, 15 seconds), and 2.5 (2 minutes, 30 seconds), the report displays the following:

1	2	3
40%	60%	100%

This means 40% of the orders (2 out of 5 orders) took less than one minute, 60% of the orders (3 out of 5 orders) took less than 2 minutes, and 100% of the orders (5 out of 5 orders) took less than 3 minutes, from activation to bump.



## Speed of Service Report

The Speed of Service report includes metrics and vital information pertaining to the speed of service of your kitchen. A page prints for each section you enable from the individual tabs.

Select Reports > Kitchen > Speed of Service Report to display the Speed of Service report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

Speed Of Servic	e Report			
Max Number of Records:	0			
Date Day Part Orde	r Mode Time Course Sections C	unte Time   Order Time Graphs   Station Pro	duct Summary	
C Use defined debas	a model nine i codrae i acciona i q			
<ul> <li>Use derined dates</li> </ul>	Current day	Number 0	1	
C Use custom dates	Start date Friday , March 21, 2014	End date Friday , March 21, 2014	]	
🔲 Group By Dates	Sort Dates: Ascent	ding		
Generate Repor	t			Close



The Speed of Service report offers the following parameters you can use:

- Narrow, group, and sort by date.
- Filter, group, and sort by day part.
- Filter, group, and sort by order mode.
- Narrow by starting and ending time of day.
- Group by course.

#### Reference

Refer to <u>"Adding Parameters to Your Reports" on page 4</u> for more information on selecting parameters for Aloha Kitchen reports.

**Store** — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.



**Max Number of Records** — Specifies the maximum number of records to include in the report. Once you reach the maximum number, the report does not include any other records.

#### **Sections Tab**

Use the Sections tab to print a page each for the Longest Order Time, Shortest Order Time, Longest Order Also Over Quote, and Average Order Time sections.

Sections Quote Time Order	Time Graphs Station Production Summary
🔽 Longest Order Time	Congest Orders Also Over Quote
	-
I♥ Shortest Order Time	I✓ Average Order Time

Figure 34 Speed of Service Report - Sections Tab



**Longest Order Time** — Prints a page displaying information on orders, sorted by the longest cook time.

Speed	ofServ	/ice				Q î	litchen
						Date Range: 1/1/2012 - 1	10/5/2012
.ongest Order Ti	imes						
Dale	Time In	Time Out	Total Time	Day Part	Order Mode	Order #	
1/26/2012	1:38 PM	9:32 PM	07:54:47	Late Night	EatIn	10001	
1/26/2012	2:49 PM	10:00 PM	07:10:33	Late Night	OLO - Pickup	10003	
1/26/2012	2:47 PM	9:32 PM	06:45:07	Late Night	EatIn	10002	
5/10/2012	10:18 AM	3:15 PM	04:56:48	Afternoon	EatIn	10003	
5/15/2012	11:08 AM	12:06 PM	00:58:00	Lunch	EatIn	10004	
5/15/2012	11:08 AM	12:06 PM	00:57:50	Lunch	EatIn	10005	
5/15/2012	11:06 AM	12:04 PM	00:57:22	Lunch	EatIn	10002	
1/26/2012	8:45 PM	9:32 PM	00:47:30	Late Night	EatIn	10005	
1/26/2012	8:45 PM	9:32 PM	00:47:18	Late Night	EatIn	10006	
1/26/2012	8:45 PM	9:33 PM	00:47:13	Late Night	EatIn	10007	
1/26/2012	9:33 PM	10:08 PM	00:35:05	Late Night	EatIn	10012	
1/26/2012	9:33 PM	10:08 PM	00:35:05	Late Night	EatIn	10011	
1/26/2012	9:33 PM	10:08 PM	00:34:53	Late Night	EatIn	10013	
5/10/2012	10:18 AM	10:31 AM	00:13:12	Lunch	EatIn	10001	
5/10/2012	10:18 AM	10:31 AM	00:13:06	Lunch	EatIn	10002	
5/15/2012	11:03 AM	11:16 AM	00:12:43	Lunch	EatIn	10001	
5/10/2012	10:19 AM	10:31 AM	00:12:31	Lunch	EatIn	10004	
5/10/2012	10:19 AM	10:31 AM	00:12:18	Lunch	EatIn	10005	
5/10/2012	4:23 PM	4:34 PM	00:11:18	Afternoon	EatIn	10009	
E /10/0010	4-22 PM	A-34 PM	00.11.10	Afternoon	Fatin	10010	

#### Figure 35 Speed of Service Report Example - Longest Order Times Page

ومستلمر والارار والمال	~	···	رريمصر ان مم	איייגארייג	n =v ⇒eraviev,= 1,7m	···· /16000- ···	المراجب بالمراجع	بربيل من
5/10/2012	4:23 PM	4:34 PM	00:11:18	Afternoon	Eat In	10009		
5/10/2012	4:23 PM	4:34 PM	00:11:10	Afternoon	Eat In	10010		
5/10/2012	3:13 PM	3:23 PM	00:10:01	Afternoon	Eat In	10007		
5/15/2012	11:08 AM	11:18 AM	00:10:01	Lunch	Eat In	10003		
5/10/2012	4:23 PM	4:33 PM	00:10:01	Afternoon	Eat In	10008		
1/26/2012	9:29 PM	9:39 PM	00:10:00	Late Night	Eat In	10009		
5/15/2012	12:07 PM	12:17 PM	00:10:00	Lunch	Eat In	10006		
1/26/2012	9:28 PM	9:32 PM	00:03:55	Late Night	Eat In	10008		
1/26/2012	9:29 PM	9:32 PM	00:03:32	Late Night	Eat In	10010		
5/10/2012	3:13 PM	3:15 PM	00:02:22	Afternoon	OLO - Pickup	10006		
5/15/2012	12:11 PM	12:11 PM	00:00:42	Lunch	Catering	10008		
5/15/2012	12:10 PM	12:10 PM	00:00:01	Lunch	Eat In	10007		
Average Time f	or Longest Order	r Times: 01:12:28						
Average Time f	- or all Orders on [	)ate Range: 01:12:2	8					
Percent of Orde	ers Identified on I	- Report 100%						

Figure 36 Speed of Service Report Example - Longest Order Times Page (Last Page)



Columns on the Spo	eed of Service Report - Longest Order Times Page
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting. The date is sorted by the longest cook time.
Time In	The time of day which the item first entered the kitchen.
Time Out	The time of day which the employee bumped the item and it left the kitchen.
Total Time	The total time the item was in the kitchen, based on the following calculation: time out - time in.
Day Part	The day part in effect during which the employee entered the order.
Order Mode	The order mode applied to the order at the time the employee entered the order.
Order #	The order number of the check.
Average Time for Longest Order Times	The average cook time, based on the following calculation: total time / count of all items.
Average Time for all Orders on Date Range	
Percent of Orders Identified on Report	



**Shortest Order Time** — Prints a page displaying information on orders, sorted by the longest cook time.

## Speed of Service

hortest Order T	imes					
Date	Time In	Time Out	Total Time	Day Part	Order Mode	0 rder #
5/15/2012	12:10 PM	12:10 PM	00:00:01	Lunch	Eat In	10007
5/15/2012	12:11 PM	12:11 PM	00:00:42	Lunch	Catering	10008
5/10/2012	3:13 PM	3:15 PM	00:02:22	Afternoon	OLO - Pickup	10006
1/26/2012	9:29 PM	9:32 PM	00:03:32	Late Night	Eat In	10010
1/26/2012	9:28 PM	9:32 PM	00:03:55	Late Night	Eat In	10008
5/15/2012	12:07 PM	12:17 PM	00:10:00	Lunch	Eat In	10006
1/26/2012	9:29 PM	9:39 PM	00:10:00	Late Night	Eat In	10009
5/15/2012	11:08 AM	11:18 AM	00:10:01	Lunch	Eat In	10003
5/10/2012	4:23 PM	4:33 PM	00:10:01	Afternoon	Eat In	10008
5/10/2012	3:13 PM	3:23 PM	00:10:01	Afternoon	Eat In	10007
5/10/2012	4:23 PM	4:34 PM	00:11:10	Afternoon	Eat In	10010
5/10/2012	4:23 PM	4:34 PM	00:11:18	Afternoon	Eat In	10009
5/10/2012	10:19 AM	10:31 AM	00:12:18	Lunch	Eat In	10005
5/10/2012	10:19 AM	10:31 AM	00:12:31	Lunch	Eat In	10004
5/15/2012	11:03 AM	11:16 AM	00:12:43	Lunch	Eat In	10001
5/10/2012	10:18 AM	10:31 AM	00:13:06	Lunch	Eat In	10002
5/10/2012	10:18 AM	10:31 AM	00:13:12	Lunch	Eat In	10001
1/26/2012	9:33 PM	10:08 PM	00:34:53	Late Night	Eat In	10013
1/26/2012	9:33 PM	10:08 PM	00:35:05	Late Night	Eat In	10011
1/26/2012	9:33 PM	10:08 PM	00:35:05	Late Night	Eat In	10012
1/26/2012	8:45 PM	9:33 PM	00:47:13	Late Night	Eat In	10007
1/26/2012	8:45 PM	9:32 PM	00:47:18	Late Night	Eat In	10006
1/26/2012	8:45 PM	9:32 PM	00:47:30	Late Night	Eat In	10005
5/15/2012	11:06 AM	12:04 PM	00:57:22	Lunch	Eat In	10002
5/15/2012	11:08 AM	12:06 PM	00:57:50	Lunch	Eat In	10005
5/15/2012	11:08 AM	12:06 PM	00:58:00	Lunch	Eat In	10004
5/10/2012	10:18 AM	3:15 PM	04:56:48	Afternoon	EatIn	10003
1/26/2012	2:47 PM	9:32 PM	06:45:07	Late Night	Eat In	10002
1/26/2012	2:49 PM	10:00 PM	07:10:33	Late Night	OLO - Pickup	10003
1/26/2012	1:38 PM	9:32 PM	07:54:47	Late Night	Eat In	10001
verage Time fo	or Shortest Order 1	limes: 01:12:28				
verage Time fo						
	or all Orders on Da	te Rance: 01:12:2	8			

#### Figure 37 Speed of Service Report Example - Shortest Order Times Page

Columns on the Spe	Columns on the Speed of Service Report - Shortest Order Times Page				
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting. The date is sorted by the shortest cook time.				
Time In	The time of day which the item first entered the kitchen.				
Time Out	The time of day which the employee bumped the item and it left the kitchen.				



Columns on the Spe	ed of Service Report - Shortest Order Times Page
Total Time	The total time the item was in the in the kitchen, based on the following calculation: time out - time in.
Day Part	The day part in effect during which the employee entered the order.
Order Mode	The order mode applied to the order at the time the employee entered the order.
Order #	The order number of the check.
Average Time for Shortest Order Times	The average cook time, based on the following calculation: total time / count of all items.
Average Time for all Orders on Date Range	
Percent of Orders Identified on Report	

**Longest Orders Also Over Quote** — Prints a page displaying information on only orders that are under the quote time, sorted by the longest cook time.

Sneed	of Sen	vice				
Longest Orders	Also Over Quote 1	Time				
Date	Total Time	Quote Time	Time Variance	Day Part	Order Mode	Order #
1/26/2012	07:54:47	1:38 PM	07:54:52	Late Night	Eat In	10001
1/26/2012	07:10:33	2:49 PM	07:10:44	Late Night	OLO - Pickup	10003
1/26/2012	06:45:07	2:47 PM	06:45:15	Late Night	Eat In	10002
5/10/2012	04:56:48	10:19 AM	04:56:47	Afternoon	Eat In	10003
5/15/2012	00:58:00	11:08 AM	00:58:00	Lunch	Eat In	10004
5/15/2012	00:57:50	11:08 AM	00:57:49	Lunch	Eat In	10005
5/15/2012	00:57:22	11:06 AM	00:57:22	Lunch	EatIn	10002
1/26/2012	00:47:30	8:45 PM	00:47:31	Late Night	EatIn	10005
1/26/2012	00:47:18	8:45 PM	00:47:20	Late Night	EatIn	10006
1/26/2012	00:47:13	8:45 PM	00:47:14	Late Night	EatIn	10007
1/26/2012	00:35:05	9:33 PM	00:35:05	Late Night	EatIn	10012
1/26/2012	00:35:05	9:33 PM	00:35:04	Late Night	EatIn	10011
1/26/2012	00:34:53	9:33 PM	00:34:53	Late Night	EatIn	10013
5/10/2012	00:13:12	10:18 AM	00:13:11	Lunch	Eat In	10001
5/10/2012	00:13:06	10:18 AM	00:13:05	Lunch	Eat In	10002
5/15/2012	00:12:43	11:06 AM	00:10:01	Lunch	Eat In	10001
5/10/2012	00:12:31	10:19 AM	00:12:30	Lunch	EatIn	10004
5/10/2012	00:12:18	10.19.AM		Lunch	Eat In	10005

Figure 38 Speed of Service Report Example - Longest Orders Also Over Quote Time Page



" - I the second	Contraction and the second	· 111 معهر بر	فسرسون والدملا الأرا		and a clarin form	·/~/10005 *T	 ,_,_
5/10/2012	00:11:10	4:23 PM	00:11:10	Afternoon	Eat In	10010	
5/10/2012	00:10:01	3:13 PM	00:10:01	Afternoon	Eat In	10007	
5/15/2012	00:10:01	11:08 AM	00:10:01	Lunch	Eat In	10003	
5/10/2012	00:10:01	4:23 PM	00:10:01	Afternoon	Eat In	10008	
1/26/2012	00:10:00	9:29 PM	00:10:03	Late Night	Eat In	10009	
5/15/2012	00:10:00	12:07 PM	00:10:00	Lunch	Eat In	10006	
1/26/2012	00:03:55	9:28 PM	00:04:00	Late Night	Eat In	10008	
1/26/2012	00:03:32	9:29 PM	00:03:35	Late Night	Eat In	10010	
5/10/2012	00:02:22	3:13 PM	00:02:21	Afternoon	OLO - Pickup	10006	
5/15/2012	00:00:42	12:11 PM	00:00:42	Lunch	Catering	10008	
5/15/2012	00:00:01	12:10 PM	00:00:00	Lunch	Eat In	10007	
Average Time fo	or Longest Orders.	Also Over Quote	Time: 01:12:28				
Average Time fo	or all Orders on Dat	e Range: 01:12:2	8				
Percent of Orde	rs Identified on Rej	port 100%					
Average varian	ce for Orders on Re	eport: 01:12:24 0:	ver Quote Time				
Average varian	e for all Orders or	Date Banner 01:	12-24 Over Quote	Time			
Atcrage tallali		roac nange. or.	12.24 0 461 GUUG				

Figure 39 Speed of Service Report Example - Longest Orders Also Over Quote Time Page (Continued)

Columns on the Spe	ed of Service Report - Orders Under Quote Time Page
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting.
Quote Time	The quote time defined for the order. Only the orders over the quote time appear on the report.
Time Variance	The difference in time, based on the following calculation: actual cook time - quote time.
Day Part	The day part in effect during which the employee entered the order.
Order Mode	The order mode applied to the order at the time the employee entered the order.
Order #	The order number of the check.
Average variance for Orders on Report	
Average variance for all Orders on Date Range	



**Average Order Time** — Prints a page displaying information on the average time orders were in the kitchen.

<b>D. D D</b> .				
Dake DayPart	# Orders	Order Mode	Average Time	
All All	30	All	01:12:28	

Figure 40 Speed of Service Report - Average Order Times Page

Columns on the Spe	ed of Service Report - Average Order Times Page
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting.
Day Part	The day part in effect during which the employee entered the order.
# Order	The total number of orders.
Order Mode	The order mode applied to the order at the time the employee entered the order.
Average Time	The average time, based on the following calculation: total cook time / total count of orders.
Average Time for all Orders on Date Range	The average time items were in the kitchen, across all selected dates, based on the following calculation: total cook time across all dates / total count of orders across all dates.



#### Quote Time Tab

Use the Quote Time tab to print a page each for Orders under Quote and Orders Over Quote sections.

Sections	Quote Time	Order Time Graphs	Station Production Summar	γ]
🔽 Orde	rs Under Quot	e	Orders Over Quote	
Und	der Minutes:		Over Minutes	
ļ	15	•	15 💌	
		Only Include Manually	v Set Ouote Times	
		, interessor i santasa,	,	

Figure 41 Speed of Service Report - Quote Time Tab

**Orders Under Quote** — Prints a page containing orders that prepared under the configured quote time in Quote Time Maintenance.

**Under Minutes** — Specifies the threshold of minutes under which orders can be prepared to appear in the section.

<b>D</b> 1	0 · T	T: D I	T: U ·	ь в.			
Date 5/15/2012	LUUOKE INNE 12-10 PM	12:10 PM	I Ime vanance	DayPart Lunch	Eatlo	10007	
	nz. 101 M	12.101.M	unar Questo Timo	Lunar	Latin	10001	

Figure 42 Speed of Service Report - Orders Under Quote Time Page



Columns on the Spe	ed of Service Report - Orders Under Quote Time Page
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting. Only the orders that prepared under the quote time are included.
Quote Time	The quote time for the order, as defined in Quote Time Maintenance.
Time Ready	The time the employee bumped the item and it left the kitchen.
Time Variance	The difference in time that the order was under the quote time, based on the following calculation: time ready - quote time.
Day Part	The day part in effect during which the employee entered the order.
Order Mode	The order mode applied to the order at the time the employee entered the order.
Order #	The order number of the check.
Average variance for Orders on Report	
Average variance for all Orders on Date Range	

**Orders Over Quote** — Prints a page containing orders prepared over the quote time number quoted to the customer.



**Over Minutes** — Specifies the threshold of minutes over which orders can be prepared to appear in the section.

Date	Quote Time	Time Ready	Time Variance	Day Part	Order Mode	Order #	
1/26/2012	1:38 PM	9:32 PM	07:54:52	Late Night	Eat In	10001	
1/26/2012	2:49 PM	10:00 PM	07:10:44	Late Night	OLO - Pickup	10003	
1/26/2012	2:47 PM	9:32 PM	06:45:15	Late Night	Eat In	10002	
5/10/2012	10:19 AM	3:15 PM	04:56:47	Afternoon	Eat In	10003	
5/15/2012	11:08 AM	12:06 PM	00:58:00	Lunch	Eat In	10004	
5/15/2012	11:08 AM	12:06 PM	00:57:49	Lunch	Eat In	10005	
5/15/2012	11:06 AM	12:04 PM	00:57:22	Lunch	Eat In	10002	
1/26/2012	8:45 PM	9:32 PM	00:47:31	Late Night	Eat In	10005	
1/26/2012	8:45 PM	9:32 PM	00:47:20	Late Night	Eat In	10006	
1/26/2012	8:45 PM	9:33 PM	00:47:14	Late Night	Eat In	10007	
1/26/2012	9:33 PM	10:08 PM	00:35:05	Late Night	Eat In	10012	
1/26/2012	9:33 PM	10:08 PM	00:35:04	Late Night	Eat In	10011	
1/26/2012	9:33 PM	10:08 PM	00:34:53	Late Night	Eat In	10013	
verage variand	ce for Orders on A	eport: 02:35:59 0	ver Quote Time				
			· · · · •				

Figure 43 Speed of Service Report - Orders Over Quote Time Page

Columns on the Spe	ed of Service Report - Orders Over Quote Time Page
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting. Only the orders prepared over the quote time are included.
Quote Time	The quote time for the order, as defined in Quote Time Maintenance.
Time Ready	The time the employee bumped the item and it left the kitchen.
Time Variance	The difference in time that the order was under the quote time, based on the following calculation: time ready - quote time.
Day Part	The day part in effect during which the employee entered the order.
Order Mode	The order mode applied to the order at the time the employee entered the order.
Order #	The order number of the check.
Average variance for Orders on Report	



Columns on the Spe	ed of Service Report - Orders Over Quote Time Page
Average variance for all Orders on Date Range	

**Only Include Manually Set Quote Times** — Includes only orders in which an employee manually adjusted the quote time.

## Order Time Graphs Tab

Use the Order Time Graphs tab to display a graphical pie chart of order times.

Sections Quote Time Order Time Graphs Station Production Summary	
Show Order Time Graphs	
Interval:	
5	

Figure 44 Speed of Service Report - Order Time Graphs Tab

**Show Order Time Graphs** — Prints a page displaying information on the number of orders and the percentage of orders, based on the defined interval, in the form of a pie chart.



Interval - Specifies the interval to use between time.



Figure 45 Speed of Service Report Example - Order Time Graphs Page

#### Station Production Summary Tab

Use the Station Production Summary tab to print a page displaying information on orders, based on kitchen station.

Sections Quote Time Order Time Graphs	Station Production Sum	imary
Show Production	Summary	
By Items	Group By Station Stations:	
Sorc:	Catering	🖌 Main
Ascending	🖌 Chicken	🔽 OLO - Pickuj
	🖌 Drink Only Station	🖌 Order Displa
	🖌 Expo In	
I	•	F

Figure 46 Speed of Service Report - Station Production Summary Tab



Show Production Summary - Includes a production summary on the page.

By Items — Sorts the production summary by item.

**Sort** — Determines the sort order of items. Select from the following:

- Ascending Sorts items from Z to A.
- **Descending** Sorts items from A to Z.

Group By Station - Groups the production summary by selected kitchen stations.



Figure 47 Speed of Service Report Example - Station Production Summary Page

Columns on the Spe	ed of Service Report - Station Production Summary Page
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting and the station from which the ordered appeared.
Station	The kitchen station from which the order appeared.
Day Part	The day part in effect during which the employee entered the order.
# Items	The count of items entered based on the date, or date range, on which you are reporting and the station from which the ordered appeared.
Order Mode	The order mode applied to the order at the time the employee entered the order.



Columns on the Spe	ed of Service Report - Station Production Summary Page
Avg Item Time	The average item time the order appeared at the applicable station, based on the following calculation: total time / number of items.
Average Time for all Items on Date Range	The average item time the order appeared at the applicable station and across all dates, based on the following calculation: total time across all dates / number of items across all dates.
Total Number of Items	The total count of items includes on the report, based on the date, or date range, on which you are reporting.



## Speed of Service Interval Report

The Speed of Service Interval report provides statistics on the average length of time orders remain in the kitchen, as well as how long it takes to bump orders after applying payment, per each 15-minute interval. The times are calculated in seconds and then converted to minutes. The information is polled from the AK.log in the Bin directory. You can run the report from the Front-of-House (FOH) for the current day, or from the BOH for the current and prior days.



## Speed of Service Interval Report from FOH

You initiate the Speed of Service Interval report in the FOH using a command button on a video screen or a bump bar. The report includes data for the current day only, which appears in 15 minute reporting intervals.

Speed	of Servic Pi	e Interval 1 lot	Report
Business 12/7/2 Report G 12/7/2	Date: 011 enerated C 011 9:02 P	)n: M	
Start Time	Trans. Count	Start- -Tender	Tender- -Bump
8:30 AM 8:45 AM 9:00 AM 9:15 AM 9:30 AM 9:45 AM 10:00 AM 10:15 AM 10:30 AM 10:45 AM 11:00 AM 11:15 AM	3 1 0 2 0 0 0 0 0 0 0 2	0:13 0:33 0:00 0:00 0:10 0:00 0:00 0:00	50:46 45:51 0:00 0:49 0:00 0:00 0:00 0:00 0:00 0:00
TOTAL	8	0:15	25:39



Columns on the Spe	ed of Service Interval Report from FOH
Business Date	The business date for the report.
Report Generated On:	The date and time on which you generated the report.
Start Time	The starting time of the reporting interval. Currently the only interval is 15 minutes.
Trans. Count	The number of transactions that occurred during the reporting interval.
Start-Tender	The time that expired between when the item appeared on the video screen until the time you tendered the check on the Aloha POS system. The calculation for each transaction is based on the difference between the first 'AddItems' time and 'ApplyPayment' time. For example, if the first 'AddItems' time is 13:11:20 and 'ApplyPayment' time is 13:11:23, the system calculates 0.03 (3 seconds). The system then adds the total seconds from all transactions within the interval and displays the average for the interval.

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Columns on the Spe	ed of Service Interval Report from FOH
Tender-Bump	The time that expired between when you apply the first payment until you last bump the order. The calculation is based on the difference between the 'ApplyPayment' time and the last 'BumpOrder' time. For example, if the first 'ApplyPayment' time is 13:11:23 and the last 'BumpOrder' time is 13:12:35, the system calculates 1:12. The system then adds the total seconds from all transactions within the interval and displays the average for the interval.

You can provide access to print the Speed of Service Interval report by either adding the Reports command to a bump bar layout or to a touch screen terminal.

#### To add the Reports command to a bumpbar layout:

- With Aloha Kitchen as the active product, select Maintenance > Hardware > Bumpbar Layout.
- 2. Select a **bump bar layout** from the drop-down list.
- 3. Select the **Design** tab.
- 4. Click a **command box** in the design and select **Reports** from the 'Command' drop-down list under the 'Settings' group bar.
- 5. Click **Save** and exit the **Bumpbar Layout** function.

#### To add the Reports command to a kitchen screen:

- 1. With Aloha Kitchen as the active product, select **Maintenance > Hardware > Kitchen Screen**.
- 2. Select a **kitchen screen** from the drop-down list.
- 3. Select the **Design** tab.
- 4. Select the **Commands** tab.
- 5. Click **Add** to add a blank record under the 'Commands' group bar.
- 6. Click the down arrow and select **Reports** from the drop-down list.
- 7. Click Save and exit the Kitchen Screen function.

Once you add the Reports command, you can print the Speed of Service Interval report.

#### To print the Speed of Service Interval report:

- 1. Locate and touch the **Reports button** on a kitchen screen or bump bar. The Reports screen appears.
- 2. Select Speed of Service Interval Report.
- 3. Exit the Reports screen by touching **OK** from a touch screen terminal, or by touching the **Reports command** on the bump bar again.



## FOH Speed of Service Report from BOH

You initiate this Speed of Service Interval report from the Reports menu in the Back-of-House. The report collects data for the current and prior days, in reporting intervals of 15 minutes. In contrast to the Speed of Service report from the FOH, you can group and limit the data by day part and order mode.

OH Speed Of Sen	vice Interval		
OH Speed Of Sen	vice Interval		
Start Time	Trans. Count	Start-Tender	Tender-Bump
9:00 AM	1	0:04	1:26
9:15 AM	0	0:00	0:00
9:30 AM	2	0:06	1:50
TOTAL	з	0:06	1:42

Columns on the Speed of Service Interval Report from BOH		
Start Time	The starting time of the reporting interval. Currently the only interval is 15 minutes.	
Trans. Count	The number of transactions that occurred during the reporting interval.	
Start-Tender	The time that expired between when the item appeared on the video screen until the time you tendered the check on the Aloha POS system. The calculation for each transaction is based on the difference between the first 'AddItems' time and 'ApplyPayment' time. For example, if the first 'AddItems' time is 13:11:20 and 'ApplyPayment' time is 13:11:23, the system calculates 0.03 (3 seconds). The system then adds the total seconds from all transactions within the interval and displays the average for the interval.	



Columns on the Speed of Service Interval Report from BOH		
Tender-Bump	The time that expired between when you apply the first payment until you last bump the order. The calculation is based on the difference between the 'ApplyPayment' time and the last 'BumpOrder' time. For example, if the first 'ApplyPayment' time is 13:11:23 and the last 'BumpOrder' time is 13:12:35, the system calculates 1:12. The system then adds the total seconds from all transactions within the interval and displays the average for the interval.	
Number of Non-Qualifying Orders in interval	The number of orders which were not tendered at the time the report is ran. Once the order is tendered on the Aloha POS system and bumped from Aloha Kitchen, the order is included in the report.	

Select Reports > Kitchen > FOH Speed of Service Interval Report to display the FOH Speed of Service report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

FOH Speed Of Service Interval Report			
Date Day Part Order Mode			
Limit By Day Part     Starting Day Part:     06:00 Breakfast     Ending Day Part:     20:00 Night	Group By Day Parts Sort Day Parts: Ascending		
Generate Report	Close		



The Speed of Service report offers the following parameters you can use:

- Narrow, group, and sort by date.
- Limit, group, and sort by day part.
- Filter, group, and sort by order mode.

## Reference

Refer to <u>"Adding Parameters to Your Reports" on page 4</u> for more information on selecting parameters for Aloha Kitchen reports.



## Tip

To filter, group, and sort by order mode, select 'Include sales in POS interval report' in Maintenance > System > Order Modes > Order Mode tab.



Aloha Kitchen, Report Guide

NCR Voyix welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address: Documentation.HSR@NCRVoyix.com

