Aloha Takeout — FOH User Guide

NCR V⊙YIX

The Aloha® Takeout Front-of-House (FOH) User Guide is intended to assist managers and restaurant employees with tasks they perform on a daily basis.

New orders

Adding a guest

When adding a new customer, use the Tab key on the keyboard to move from one text box to the next.

1. Log in to the **FOH**.
2. Touch **Add Guest** to display the customer entry screen.
3. Type the guest's **first** and **last name**.
4. Type the **guest's phone number**. Do not use spaces or dashes.
5. Select **Home** in the phone number box and select the correct category.
6. Type the guest's **street address** in Address.
7. Type the guest's **city**.
8. Type the guest's **state**. The focus automatically moves to Zip Code.
9. Type the guest's **zip code**.
10. If a hotel is placing the order on behalf of the guest, touch **Customer** in the address box and select the **Hotel** option.
11. If a guest is ordering on behalf of their office, touch **Home** in the address box and select the **Office** option.
12. For curbside service, type the guest's **vehicle make** (e.g. Honda), **vehicle model** (e.g. Civic), and **vehicle color**.
13. Save the guest's **information** and begin a new order by touching **one** of the following:

   · Touch **Walk-In** for a guest that walks in to place their order
   · Touch **Pick Up** for a guest that will come in to pick up their order.
   · Touch **Curbside** for a guest that wants curbside service.
   · **Delivery** is a manager only function.

Editing guest information

1. Log in to the **FOH**.
2. Touch **Look Up**.
3. Type the guest's **phone number**.
4. Select the guest's **name**.
5. Touch **Guest Details** and verify existing **guest information**.
6. Select the **tab** containing the information to be revised.
7. Make the necessary revisions to the **guest's information**.
8. Touch **OK** to save the changes.
9. Begin a new order by touching **one** of the following:

   · Start Walk-In
   · Start Call In
   · Start Curbside

Adjusting promise / prep time (day of delivery)

1. Log in to the **FOH**.
2. Touch **Future**.
3. Select the **first delivery order**.
4. Touch **Edit Delay** on the right.
5. Adjust the **promise time** and **prep time**.
6. Touch **Delivery**.

Looking up a guest

1. Log in to the **FOH**.
2. Touch **Look Up**.
3. Type the guest's **phone number**.
4. Select the **guest**. (If the guest has not already been added, follow the "Adding a Guest" procedure.)
5. Touch the **Start Walk-In**, **Start Call In** (Pick up) or **Start Curbside** button located on the right side of your screen.

Starting a to go order

Follow the "Looking Up a Guest" procedure; if the Guest is not in the system, follow the "Adding a Guest" procedure. Save the guest's information and begin a new order by selecting one of the following:

- Walk-In
- Pick Up
- Curbside

Future orders

Editing pickup time

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Financial**.
3. Touch **Adjust Payments**.
4. Select the **employee** who owns the check.
5. Select the appropriate **table** or **tab** and touch **OK** to advance to the tender screen.
6. Enter the needed **adjustments**.
7. Touch **OK**.
8. Touch **Exit** to return to the floating logo.

Editing items

1. Log in to the **FOH** and navigate to **ATO**, if necessary.
2. Touch **Future**.
3. Locate and select the scheduled **future order** to modify.
4. Touch Modify. A warning screen appears.
5. Touch **Yes**.
6. Make the necessary **revisions**.
7. Touch **Place Order**.

Releasing future order for early arrival

1. Log in to the **FOH** and navigate to **ATO**, if necessary.
2. Touch **Future**.
3. Locate and select the scheduled **future order** to release.
4. Touch **Release Now**.

Canceling a future order

1. Log in to the **FOH** and navigate to **ATO**, if necessary.
2. Touch **Future**.
3. Locate and select the scheduled **future order** to cancel.
4. Touch **Remove Order**. A confirmation message appears.
5. Touch **Yes**.

Scheduling a future order

1. Log in to the **FOH** and navigate to **ATO**, if necessary.
2. Follow the Starting a to go order procedure.
3. Enter the guest's **order**.
4. Touch **Place Order**.
5. Touch **Promise Time**.
6. Enter the guest's desired **pick up time**.
7. Touch **OK**.
8. Verify the **information** provided on the Order Confirmation Screen is correct.
9. Touch **OK**.