

First Day with Tavio

Straight talk for day one — log in, take an order, get paid, check the office.

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Owners · managers · first-time staff

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What this is

A short handbook for your **first day** on Tavio. No feature dump. Just what you need to sell food and get paid.

If something isn't here, you don't need it on day one.

The two logins (don't mix them up)

Who	Login	What it's for
Office	Email + password	Menu, staff, reports, settings
Floor / kitchen	Staff device email + password, then a 4-digit staff code	Taking orders, kitchen screen

Office = owners and managers.

Staff device = the shared tablet. Waiters and kitchen only type their PIN after the device is signed in.

Tip: Write the device email/password on a card in the office. Staff only need their PIN on the floor.

Day-one checklist

Tick these before real guests:

1. ☐ Office login works
2. ☐ Staff device login works
3. ☐ Each person has a **staff code** (waiter / kitchen)
4. ☐ Optional: **fingerprint** enrolled for managers (Office → Staff)
5. ☐ Menu has at least your top sellers
6. ☐ One **test order**: add food → park/send → close payment
7. ☐ Kitchen screen shows food (if you use kitchen)
8. ☐ Printer tested **before** Friday (see Printing below)

Floor — take an order (2 minutes)

1. Open Tavio on the **staff tablet** (app preferred).
2. Sign in with the **staff device** account if asked.
3. Enter your **staff code** (e.g. 1234) — or scan fingerprint if your manager set that up.

4. Go to **New Order**.
5. Tap items. For food, you can add a short **note** (e.g. “no onion”).
6. **Park** / send the order.
7. Food goes to the **kitchen** screen (and kitchen printer if set up).
8. When the guest pays: open **All Orders** → that bill → take **cash** or **card** → close.

That’s the loop: **order** → **kitchen** → **pay**.

On the till: Tabs are by guest name / table note (e.g. T4 Sarah). You don’t need a fancy floor map on day one.

Kitchen

1. Log in on a kitchen tablet/device with the **kitchen staff code**.
2. Open **Kitchen**.
3. Tickets appear when floor parks food.
4. Mark items done as you cook / pass.

No kitchen screen yet? You can still run on printed tickets or call-out — set kitchen up when you’re ready.

Office — what to open on day one

Sign in with the **office email**.

Go here	Do this
Products / Catalog	Prices, categories, “send to kitchen” on food
Staff	Names + 4–digit codes + roles; optional fingerprint (USB pad)
Orders	See today’s open and closed bills
Settings → Business	Venue name, hours
Settings → Printers	Receipt + kitchen printer IPs

Ignore the rest until week two.

Add-ons without fancy modifiers

Tavio has **notes** on food items. For paid extras (extra cheese, chilli):

1. Put them in a category like **Add-ons**.
2. Ring the main dish, then ring the add-on on the same bill.
3. Put a short note so kitchen knows (e.g. “for Beef Pide”).

That works on day one. Structured modifiers can come later if you need them.

Printing (read this once)

Tavio works with **any 80mm ESC/POS thermal printer** (Epson, XPrinter, Star, and most LAN models) — not one brand only.

How you use Tavio	What to do
Tavio app on tablet (same Wi-Fi as printer)	Network (IP) in Settings → Printers — enter printer IP, port 9100 — best for new setups
Windows PC at the till (browser)	Install Tavio Print Agent (download from Settings → Printers) — then Network IP or USB
USB printer on Windows	Install printer driver in Windows first , then Print Agent, then USB / silent in settings

Tablet path: no Windows PC needed — app talks straight to the printer IP.

Windows path: Print Agent runs in the background so tickets print **silently** (no popup every time).

Full steps: Hardware → **Printer Setup Guide**.

Warning: Don't go live on a busy night without a successful test print.

Fingerprint (optional — skip on day one if you want)

Cheap **USB fingerprint pad** (~R200–600) on the till PC:

- **Staff sign-in:** scan instead of typing code (code still works).
- **Managers:** scan instead of admin token for voids, comps, discounts (token still works).

Set up in Office → **Staff** → **Set up fingerprint**. Managers first.

Details: [Fingerprint reader guide](#).

Roles in plain English

Role	Code example	Does
Waiter / waitress	1234	Orders and payments
Kitchen	2000	Kitchen screen
Manager / office	Email login	Menu, staff, reports

Only managers get the office password and any admin PIN for voids / comps / recalls.

Common “what now?” moments

Happens	Do this
Wrong item on the bill	Fix/remove before you close payment
Guest wants extra cheese	Ring the add-on product + note
Kitchen didn't see the order	Confirm food is marked send-to-kitchen; check kitchen login
Nothing prints	App or Print Agent; same Wi-Fi; correct IP; test in Settings → Printers
“Account doesn't exist”	Use the exact office/device email Tavio gave you; staff only use PIN on the device
End of shift	Close open bills, then cash up with a manager

First week — keep it boring

- Don't rebuild the whole menu on night one. Top sellers only.
- Don't skip a dummy order before real service.
- Don't put the office password on the waiter tablet.
- Do train one strong waiter + one kitchen person first, then the rest.

Need help?

Message your Tavio contact with:

1. Venue name
2. What you were trying to do
3. Screenshot if you can

We'll sort it.

Welcome to Tavio. Sell food. Get paid. Check the office later.

