

Kitchen Display

Tickets, statuses, and running a calm pass.

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Owners · managers · supervisors

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Overview

The kitchen display (KDS) shows **food** tickets so the pass does not rely only on paper. Staff advance tickets as they cook: **sent** → **preparing** → **completed**.

Drink-only items usually stay at the bar unless you mark them for kitchen.

KDS is available on **Growth** plans and above. Open it from the kitchen route / Kitchen nav on a dedicated device.

Setup checklist

1. Dedicated tablet or screen in the kitchen (charged, bright, grease-safe mount).
2. Open Tavio **Kitchen** on that device; keep it signed in.
3. Mark food products for **kitchen** in Inventory → Products.

4. Test: park a burger from POS and confirm it appears on KDS.
5. Train status rules: who taps **Start Preparing** vs **Complete**.

In admin: Confirm products and bundles that include food are flagged for kitchen.

Ticket lifecycle

1. **Sent** — waiter parked/sent food; kitchen should see it.
2. **Preparing** — someone owns the cook (**Start Preparing**).
3. **Completed** — plated / ready to run (**Complete**). Clear or close per your house flow.

Filters on screen: all / sent / preparing / completed.

On the till: Waiters can glance at kitchen status when guests ask “where’s my food?”

Paper printers

You can still print kitchen tickets alongside KDS. Map a kitchen printer in Admin → Settings → System / Printers (network LAN on the native app). See the Hardware handbook and printer setup guide.

Manual **Print Ticket** on the kitchen screen reprints the food lines for that order.

Expo tips

- Keep courses clear in notes (starter / main).
- Call mods loudly once; do not rely on memory.
- If a ticket vanishes, check it was not already completed and check Wi-Fi.

Warning: Never use a personal phone as the only KDS on a Saturday without a backup charger and mount.

Common mistakes

- Food items not flagged for kitchen.
- One screen for kitchen *and* POS — tickets get covered by other apps.

- Marking **Complete** before plating.

Troubleshooting

If this happens	Check this
No tickets appear	Kitchen flag on product; KDS logged in; order parked/sent; network; Growth plan
Old tickets stuck	Refresh; complete/close flow; device sleep
Bundle missing lines	Bundle components and kitchen flags
Paper didn't print	Kitchen printer enabled + IP; same Wi-Fi; native app

Glossary

Term	Meaning
KDS	Kitchen display system
Start Preparing / Complete	Advance kitchen status on screen
Expo / pass	Final plating and handoff point
Mod	Modification note (allergy, cooking)

