

# Self-order Kiosk

Guests order themselves. Tickets hit the kitchen. They pay at the counter.

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Owners · managers · supervisors

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## Overview

A self-order kiosk is a dedicated station at the door or counter, not a handheld till. Guests build their own order. Food tickets still go to the kitchen. The tab shows on **All Orders** with a **Kiosk** badge. Guests **pay at the counter**. The kiosk does not take card or cash.

Tavio sets the kiosk up for your venue. It is not a switch in Office. Contact us if you want one.

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## How guests use it

1. Attract screen: tap anywhere to start.
2. Choose **eat in** or **takeaway**. Eat in asks for a table number.
3. Browse the menu, add items, open the cart, send the order.
4. The screen shows the **order number**. Guest pays at the counter with that number ready.

Happy hour prices on the menu follow the same rules as the till.

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## How the floor uses it

**On the till:** Support Tools → **Self-order kiosk**. The device must already be signed in (device or staff session).

- Pick a **responsible staff member** so cash-up has a name on kiosk sales.
- Leave the kiosk on the attract screen between guests.
- Find the order on **All Orders**. It shows **Kiosk** plus the responsible staff name, and eat-in table or takeaway.
- Close payment on the till as usual (cash, card, split, signed, unpaid, or comp).
- Kitchen-flagged food still appears on the **kitchen display** when the guest sends the order.

**Warning:** Do not take payment on the kiosk. Close the bill on the till so cash-up stays honest.

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## Troubleshooting

| If this happens         | Check this                                                      |
|-------------------------|-----------------------------------------------------------------|
| Kiosk says not enabled  | Contact Tavio. We provision it for the venue                    |
| Asked to sign in        | Device or staff session on that kiosk first, then Support Tools |
| No tickets in kitchen   | Product kitchen flag; order sent (not left in the cart)         |
| Cannot find the tab     | All Orders; look for the <b>Kiosk</b> badge and order number    |
| Wrong person on cash-up | Re-open kiosk and pick the responsible staff member             |

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## Glossary

| Term               | Meaning                                                |
|--------------------|--------------------------------------------------------|
| Attract screen     | Idle welcome screen; tap to start a new guest          |
| Responsible staff  | Floor person whose name sits on kiosk sales at cash-up |
| Pay at the counter | Guest pays on the till, not on the kiosk               |

