Service Staff Replacement

Restaurant Features · https://spos.pk/docs/service-staff-replacement/

Service staff replacement is needed when the waiter who took an order finishes a shift, goes on break or is unavailable, and another member of staff takes over their tables. Smart POS lets you move the open orders to the new staff member, so nothing is lost and the customer is not asked to repeat their order.

Service staff replacement

1. Open the list of open orders or tables in Smart POS and find the orders belonging to the staff member who is leaving.
2. Select the orders that need to move, and choose the staff member who will take them over.
3. Confirm the change, so the orders now show under the new staff member's name and PIN.
4. Ask the new staff member to check the orders on the POS screen, including the table, items and any special notes.
5. When the customer is ready to pay, the new staff member completes the bill as normal, and the sale is recorded under their name.

Tip: Hand over open orders before the outgoing staff member leaves the floor, and check the table list together, so no order is missed.