Table Tracker

IMPLEMENTATION GUIDE

Installation, Warranty and Service Information

LRS
LONG RANGE SYSTEMS

Long Range Systems, Inc.
4550 Excel Parkway, Suite 200
Addison, TX 75001
800.437.4996 • www.pager.net

Table Tracker Implementation Guide

Congratulations! You've just had the new Table Tracker system by LRS installed in your restaurant. But, now what? How do you use the system? What do you need to know? What does your staff need to know? What do your customers need to know? Well, good news, this implementation guide will answer these questions and more.

Installation

Installers have setup your system and it's ready to use. There's nothing additional that you need to install. (Do they need to setup benchmark times or is that already done?) Let's go over a basic "How it works" so you'll understand the system before we get into further details.

How it works:

1. When a guest places an order, they receive a Table Tracker

2. The guest determines where they will sit and places the Table Tracker on their Table

3. The Table Tracker reads the table number and transmits it back to the display located in the expedite area

4. When the order is ready, the food runner or expediter will reference the display to determine which table to deliver the food

5. The food runner delivers the food and collects the Table Tracker

6. The food runner places the Table tracker on the clearing unit which removes the order from the display

We've broken down the guide into three sections

1. Order Counter

2. Expedite Area

3. Reporting

I. Order Counter

Located at the Order Counter/cash register are the Table Trackers which are stacked on the charger. These sit next to a separate "Starter Unit".

1. A customer places an order

2. The cashier enters the order in your point of sale (POS) system. Each Table Tracker has a unique number on it's label. This number becomes the order number and is entered into the POS system as such.

3. When the transaction is complete (and not before), the cashier touches the Table Tracker to the Green Starter Unit (the table tracker will vibrate to indicate that it's been read) and hands the Tracker to the customer with the receipt.

Note: In order to receive the most accurate order delivery times in your reports, the Table Tracker shouldn't be touched to the Starter Unit until the transaction is complete.

4. The cashier should inform the customer to place the Tracker on their table.

5. Repeat these steps for each order

II. Expedite Area

In the order expedite area you'll have an touch screen order display that shows all active orders you'll also have a laminated table layout. Food runners will reference the the table layout and should commit it to memory. They will be able to deliver orders much quicker when they've memorized the layout.

1. When a Table Tracker is placed on the starter unit, it appears on the display and a timer is begun. The table number will not appear until the customer has placed the Tracker on their table.

2. As orders are ready for delivery, food runners must reference the display screen and the laminated table layout to determine where to deliver the order

3. Food runner delivers order to the appropriate table and collects the table tracker

4. Food runner then returns the Tracker to the Clearing Unit located at the expedite area (the optional portable clearing unit which is carried in their pocket may also be used)

5. Once the Tracker has been cleared, stack the units near the expedite area. However, take care to make sure the stack is a minimum of 6" from the clearing unit. Failure to do so will create interference with the system that may cause subpar performance

6. As the stack of cleared Table Trackers grows, return them periodically to the charger near the cash register for re-use.

Order colors and what they mean:

When a Table Tracker is touched to the starter unit, a timer is started for that order and it will appear on the order display located in the expedite area. There are three colors that help you keep track of orders and where their times are in reference to your benchmark times. The benchmark times may be adjusted to your operation. See the user manual for assistance.

When an order is touched to the starter unit, it will appear in green until the first benchmark is reached.

Green: order time has begun and is within the benchmark time

Yellow: order has reached the intermediate benchmark and is approaching the final benchmark time, you should take notice and necessary actions to complete the order.

Red: order has exceeded the final benchmark time, action should be taken to get the order to the guest ASAP

III. Reporting

Reporting gives you valuable insight into the historical performance of your staff by giving you a variety of reports that can be configured to specific date ranges.

Need a list of reports with descriptions and uses:

Summary?

Detailed summary?

FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-Reorient or relocate the receiving antenna.

-Increase the separation between the equipment and receiver.

-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-Consult the dealer or an experienced radio/ TV technician for help.

CAUTION:

Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003 and RSS-210.

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.