Why XERA mPOS?
Menu Coursing

The Scenario

Many restaurants use this but do not realize it. Many more wish they had this feature but don't. If someone ever orders an appetizer as an entrée how did your POS system allow you to ring it up? Did you use a button labeled "As Entrée"? Or did you yell it back to the kitchen and hope that they get it right? In many restaurants this happens nearly every shift, sometimes multiple times per shift.

You do not have to be a white table cloth fine dine operation to need menu coursing. And I am not talking about putting a number beside the item to denote that it is course #1, #2, etc. I am talking about properly labeling the courses by name to clarify and eliminate any and all confusion for the kitchen.

In operations that truly do need menu coursing to properly pace the meal for the customer many POS systems that do not have a true coursing application will provide some workarounds such as drawing a series of dashes () on the ticket to denote a menu course. Still others will place a number to separate the menu courses. The main problem with this type of workaround is that many times these print on the customer's guest check adding clutter and making for an ugly, unprofessional guest check.

The Solution

Restaurant and bar owners deserve more than a cheaply presented workaround for the business. Features that are properly applied will improve an operation, increase sales and profits. In this case, Menu Coursing, properly applied will present orders to the kitchen by course. This then gives the kitchen the ability to properly prepare and present the items for delivery to the customer's table.

Unlimited Number of Courses - XERA mPOS allows for any number of courses to be defined by the restaurant owner. Each course is properly named to reflect the steps of the order the owner wishes to denote for the kitchen. Items are then entered for each course for proper printing and display for the kitchen.

Coursing by Guest (Seat number) - Prior to sending the order to the kitchen the server can display the entire order by seat and by course. This insures that every guest has their courses properly defined and that no one is left out.

Manual Coursing - The customer who wants to order an appetizer as an entrée can do so and know that it will come out with everyone else's meal as desired. How awkward is it when a customer receives an app that is supposed to be an entrée when everyone else is still waiting on their food. This is simply not the case when Menu Coursing is properly used.

Automatic Coursing – XERA POS allows each item to be designated to be automatically included into a meal course. As the items are entered by the server the system will automatically course the entire meal by seat and for the entire table.

Formatted Guest Check - Presenting the check is now done with an elegance and style not seen in most POS systems as they do not have a real Menu Coursing application. No ugly lines or course numbers are shown on the guest check.

The Conclusion

No matter the style of table service operation you have. If you serve food you should utilize the Menu Coursing feature in your POS system. If it does not have a proper way of coursing meals please do not sell yourself, your operation and your customers short by using some workaround proposed by a weaker system. That is not a solution. It is an excuse.

XERA mPOS was designed to offer solutions such as Menu Coursing to help restaurant and bar operations run smoother and more efficiently. Properly applied, the Menu Coursing feature will bring additional levels of professionalism, speed of service and customer satisfaction.