VENUE HANDBOOK

Front of House

Tabs, parking, staff transfers, and service flow on the floor.

Updated Sun Aug 23 2026 02:00:00 GMT+0200 (South Africa Standard Time)

Owners · managers · supervisors

Contents

Overview

Front of house (FOH) is how your floor team moves guests from order to bill: open a tab, add items, park open orders, transfer ownership between staff, and close with payment.

Tavio FOH is **tab-based** (customer name + staff owner). There is no visual floor-plan or table map yet — if you need a table number for the kitchen, put it in the customer name or an order note.

This handbook covers the POS floor flow, not kitchen prep (see Kitchen Display), guest self-order (see Self-order Kiosk), or stock (see Inventory).

Service flow at a glance

1. Staff sign in with their **staff code** (or fingerprint if enrolled).
2. Start a **new order** (All Orders / New Order).
3. Optionally set a **customer name** so runners can find the right tab.
4. Add items from categories.
5. **Park** the order when the guest is still dining (keeps it open on All Orders). Food lines go to the kitchen when the order is parked/sent.
6. Adjust later (notes, add items, voids with permission, staff transfer).
7. **Close** with payment when the guest is done (cash, card, split, signed, unpaid, or comp).

> **Tip:** Train new waiters on park → find tab on All Orders → close payment before teaching transfers and voids.

Tabs and customer names

- Use a **customer name** (or table label in the name field) so busy bars can tell tabs apart.
- Always work under the right **staff code** so tips and sales reports stay honest.
- Open orders live on **All Orders** until paid or voided.
- Optionally **link a guest profile** (phone) for allergies, visit history, unpaid, and loyalty — see the **Guests & Loyalty** handbook. Leaving phone blank keeps classic name-only tabs.

> **On the till:** New Order → add items → Park. Do not leave large unpaid tabs overnight without a manager plan.

Transfers and parking

Transfer order

Move an order to another **staff member** when sections change or a waiter goes off shift. Manager token or **manager fingerprint** may be required. This does **not** move a guest between physical tables — it only changes who owns the tab.

> **In admin:** Sales → Orders — you can still see who owned the order for audit.

Park / hold

Park when the guest is still dining or the bill is not ready to close. Clear parked/open tabs before cash up so nothing is forgotten.

Combine orders

On All Orders you can combine tabs when guests join (source order is voided into the target). The source is cleared from the kitchen board; a void/merge slip may print. **Tell the pass if paper tickets already printed.**

Discounts and manager actions

Discounts, comps, and quantity reductions often need **manager approval** (admin token or enrolled manager fingerprint). Decide who may approve and write it into your house rules.

> **Warning:** Unlimited floor discounts without a PIN invites leakage. Keep PIN with managers only.

Closing the tab

When guests are done:

1. Open the tab on All Orders (or complete from the order screen).
2. Review the bill on screen.
3. Open payment.
4. Choose method(s): cash, card, split, signed, unpaid, or comp.
5. Confirm amounts match the due total.
6. Close the order.

If a **guest profile** is linked and loyalty is enabled, points may earn on close, and staff can optionally **redeem** points for a rand discount in the payment screen (see **Guests & Loyalty**).

See the **Payments** handbook for split tender, signed tabs, and comps.

Common questions

Can two waiters share a tab? Prefer one owner per open order; transfer when needed.

Guest moves seats? Update the customer name / note on the same order — do not open a duplicate tab and forget the first.

Wrong item sent? Modify or void with permission, then add the correct item so kitchen gets a fresh ticket. Tell the kitchen immediately.

Tips

> **Good practice:** End every shift with zero mystery open tabs on All Orders.

> **Good practice:** Brief the floor on which methods need a manager (signed, comp, unpaid).

Troubleshooting

If this happens	Check this
Cannot find a tab	All Orders filters; already closed; search by name/staff
Transfer blocked	Admin token; destination staff active
Items not on kitchen	Product kitchen flag; KDS online; order parked/sent with food
Bill looks wrong	Notes, voids, happy hour, pricing level
Cannot close	Payment methods/amounts not balanced (Remaining ≠ 0)

Glossary

Term	Meaning
FOH	Front of house / floor service
Tab	Open order identified by customer name and staff
Transfer	Move order ownership to another staff member
Park	Keep an order open without closing payment
Signed	Guest/account bill closed without full cash/card now
Comp	Complimentary — needs reason/manager control