Tab 1

SwiftKitchen™

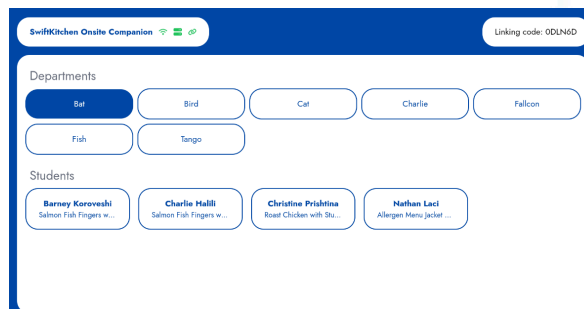## Queue Management
Using the Queue Management system

Queue Management

Summary

The Queue Management system is designed to **display** the meals ordered for specific consumers as they progress through the queue, and then to **record** the meals that were actually served during service. This achieves several things:
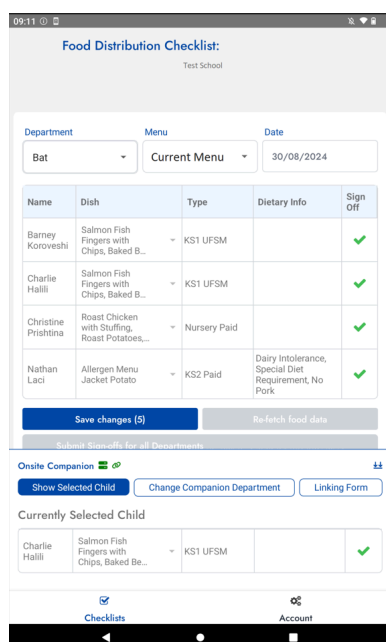
- Accurate reporting on meals served, and therefore accurate billing from caterer to school
- Up-to-date visibility of allergen information for consumers at point of service
- Accurate order information available at point of service (the child will get the meal their parent ordered for them)

The **Pupil Tablet** is usually positioned on the public-side of the counter. This tablet displays the classes, the pupils name and their meal. When a pupil's name is pressed, their meal choice and dietary information is displayed in real-time on the Kitchen Staff Tablet.

The pupil tablets do not run an app - they simply are a means of accessing the companion website, located at companion.swiftkitchen.co.uk.

It is possible to use other devices (laptops, large touch-screen devices) to access the companion website.
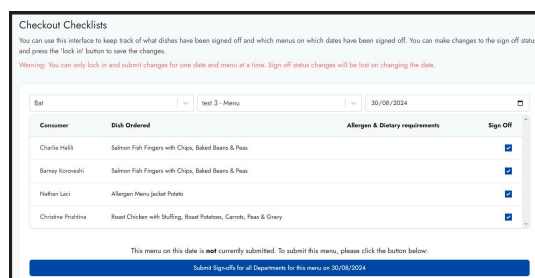
The **Kitchen Staff Tablet** is usually positioned on the caterer's side of the counter. This tablet allows staff to record the meals that have been served at the point of service. It also allows staff to add meals for pupils where there were no orders present in the system, and

It also displays (in the "Onsite Companion" section) live information on what has been selected on the pupil tablet, including the name, dietary requirements, and meal information for that day.

The kitchen staff tablets run a specially-designed Android app called **SwiftKitchen Onsite**. Please note that this app is not available on the Google

Play Store, and will need to be installed manually, either via the app's .apk file being sideloaded on the tablet, or through being distributed to the tablet via a mobile-device-management platform. Please contact your caterer's support teams for support if you require assistance setting up this app (many caterers will ensure this app is pre-installed on any supplied tablets).

Finally, the **Checkout Checklist** page on the Website is typically used when the kitchen staff tablet is unavailable, and can be used to complete the final sign-off stage.

This is accessible by clicking on **Online Ordering,** then **Checkout Checklists**, then selecting your school and menu.

Typically, you can use the Queue Management system in the following configurations:

2 x Tablets: (1 x Kitchen Staff Tablet, 1 x Pupil Tablet)
This is our recommended configuration for the most streamlined experience.

1 x Tablet: (1 x Kitchen Staff Tablet)

Webpage Only: (Using the Checkout Checklist page on app.swiftkitchen.co.uk)

We also **highly recommend** that the following checks are carried out at least 2 hours before service:

1. Ensure the tablets are fully charged
2. Ensure the tablets have a working internet connection
3. Sign into the SwiftKitchen Onsite App on the kitchen staff tablet (if required)
4. Ensure the pupil and kitchen staff tablets are linked (if required)

Debts

During service, if a child is allocated a meal that was not pre-ordered by the parent, logging the meal using the Queue Management system can push this parent into debt. For more information on how debt is handled in the system when kitchen staff or school staff add a meal on behalf of a consumer, refer to our **Adding orders on behalf of a consumer** guide.

Linking the tablets

If you are using the Queue Management system in the 2-tablet configuration, you will need to **link the tablets together** prior to use. Once linked, the tablets should stay linked, but in the event of an app update, or if the tablets become unlinked for any other reason, you may need to repeat this process in the future.
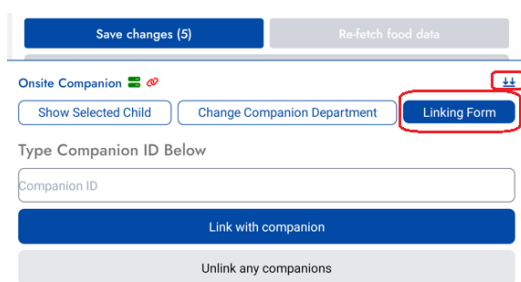
To begin, on the **pupil** tablet, obtain a **linking code:**

1. If available, click the **SwiftKitchen Companion Link** on the tablet's home screen. If this is not available, open your web browser and navigate to companion.swiftkitchen.co.uk.

2. At the top of the companion site, you should now see a **linking code.**

On the **kitchen staff** tablet, **enter the linking code**:

3. Launch the **SwiftKitchen Onsite App** and sign in using the email address and password for your account.In the "Onsite Companion" section, click the **double arrows** and click on the **Linking Form** button.

4. Type the linking code from the pupil tablet into the **Companion ID** box and tap on **Link with companion.**

The tablets will now be linked together, and interactions on one tablet will affect the other.

If you need to unlink a tablet at any point (for example if you are experiencing network issues, and as a troubleshooting step you may wish to unlink and relink the tablets) simply tap the **Unlink any companions** button on the kitchen staff tablet.

Kitchen Staff Tablet - Instructions

1. Launch the **SwiftKitchen Onsite App**

2. Sign in using the email address and password for your account. If you have set up two-factor authentication, you will need to provide your second factor of authentication. If not, you can set it up here, or click "Not now" to continue without. For more information on 2FA, refer to the **Signing up with an invitation email** guide.

3. Tap on the relevant menu for the school

4. To ensure the data held on the orders, for the menus, and for the consumers is up to date, you can press **re-fetch food data.** It's usually a good idea to tap this button after each login, and just before service.

5. You should now see the full interface. From here, you will be able to:
   - Change Department (Class name)
   - See the consumers' names, meal selected, consumer type and dietary information.
   - If a meal has been served, simply tap the **Sign off** column next to the consumer.

- If you need to add new meals for pupils if a meal has not been pre-ordered (in accordance with guidelines from the catering company), you are able to do this here by tapping on the **Dish** dropdown menu next to the child, and selecting the meal that was served.

6. We recommend you press the **Save changes** button after each class. This ensures that in the event of a network dropout, or other technical issue, that the information you have input is saved.

If for some reason you need to **clear** all the service information you have entered, you can choose to remove all saved/pending changes by pressing **Account** then **Remove Pending Changes.**

7. **Once service is complete** and you are confident that the information you have entered is accurate to what was served, tap on **Submit Sign-offs for all Departments for Your School**

*If this button is pressed in error, see **Appendix 1** for instructions on how to un-submit a menu. You should press the **re-fetch food data** button on the tablet after completing this process to ensure the data is refreshed.*

8. Once the submission is complete, the button will turn green.

> Sign-offs for all Departments for test 3 - Menu on 30/08/2024 submitted

The recorded meals will now appear on the **Orders Report** and **Cooking report.**

If you wish to report on only the meals actually **served**, use the **Sales Report** and choose the confirmation method of **Sign Off.**
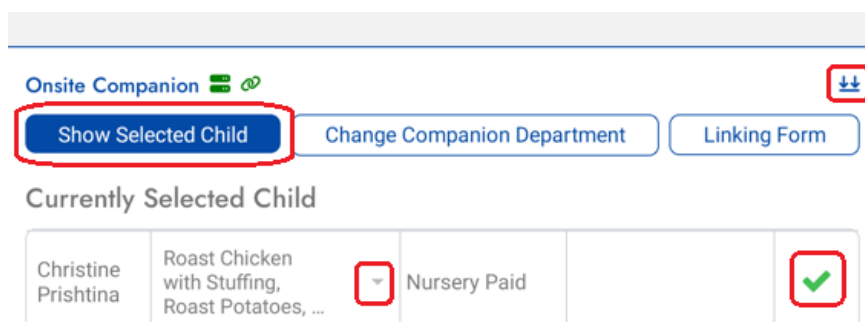
You can usually leave the tablet signed in from service to service, however if you ever need to sign out of the tablet, tap on **Account** and then **Logout.**

Live view - Viewing the currently selected pupil

As a pupil arrives at the service area and selects themselves from the pupil tablet, your kitchen staff tablet can **automatically update** to show the details of that child, including any dietary information, and whether there are orders present for them in the system. To use this feature, ensure that you

1. Tap on the **double arrows** on the **Onsite Companion** section

2. Ensure the **Show Selected Child** button is selected.

This makes it incredibly easy to see what a child has ordered while they are at the counter, and also allows you add meals, amend meals, and sign off that a child has had a meal there and then at point of service.

Updating the displayed department/class

The companion tablet can only show so many children on a screen at once, and therefore is set up to show one department (class) at a time.

From the kitchen staff tablet, you can easily control which department/class is visible on the pupil tablet.

How to update the department shown on the pupil tablet

1. Tap on the **double arrows** on the **Onsite Companion** section

2. Tap on the **Change Companion Department** button

3. This will show you which department/class is currently selected over on the pupil tablet.

4. Select the **Department** dropdown and choose the department/class you wish to display.

5. Press **Set Department on companion device** to update the pupil tablet with the newly selected department/class.
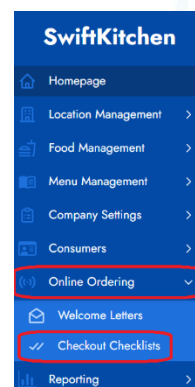
Using the Checkout Checklist

In the event that there is a loss of network connectivity, or a device issue with the tablet, you can sign into SwiftKitchen on the web and sign off the meals manually within the system by using the **Checkout Checklist.**

Even if you are not using the Queue Management system at your unit, this is usually a good practice to follow anyway to ensure accurate reporting and billing.

1. Log into SwiftKitchen as normal, by heading to app.swiftkitchen.co.uk, and entering your email address and password.

2. From the left menu, go to **Online Ordering** and click into **Checkout Checklists**

3. Select your school and the current menu.

4. Select the Department (Class) you wish to view and select the date (usually today).

5. Sign off the meals served by ticking the boxes next to each consumer.

Consumer	Dish Ordered	Allergen & Dietary requirements	Sign Off
George Gianni Staff Paid	Jacket Potato With Beans and Cheese		☐
George Gianni Staff Paid	Hot Pasta topped with Homemade Tomato Sauce and Cheese		☑
Grayson Graham Nursery Paid SD	Allergen Menu Option 1 Meat		☑

Bird ⌄ | CB - Queue Management Final testing ⌄ | 30/08/2024

6. Once service is complete, and you are confident that the information on this page is correct and accurate, click the **Submit Sign-offs** button.

This menu on this date is **not** currently submitted. To submit this menu, please click the button below:

Submit Sign-offs for all Departments for this menu on 28/08/2024

Unsubmitting a sign-off

If a sign-off was completed in error (either by using the web interface above, or by using the kitchen staff tablet), you do have the ability to reverse the sign-off from within the **Checkout Checklists** section.

1. From the **Checkout Checklists** section, navigate to your school, menu, and date you wish to re-open.

2. Type in a **Reason for unsubmitting.**

This menu on this date is currently submitted, use the form below to unsubmit

| Reason for unsubmitting | Unsubmit |

3. Click **Unsubmit**.

You can then amend the sign-off information and re-submit on this page if you wish.

If you'd prefer to return to your tablet to make amendments to the sign-off information, it is likely the tablet will still show as being locked, or potentially out of date with any changes that were made within the **Checkout Checklist**. To fix this, tap on **re-fetch food data** on the tablet, and this will re-sync your tablet to show these changes and enable you to update the information on the tablet directly.

Re-fetch food data

Reporting

Regardless of whether you signed off using the tablets, or using the Checkout Checklist, once submitted, the recorded meals will now appear on the **Orders Report** and **Cooking report.**

If you wish to report on only the meals actually **served**, use the **Sales Report** and choose the confirmation method of **Sign Off.**