

YOUR CHECKLIST TO PREPARE FOR A **SELF-ORDERING RESTAURANT KIOSK**



Get your restaurant ready for kiosk with these 8 steps.

✓ **Map Your Customer Experience**

Understand how you want customers to move through your restaurant, which will determine where you place your kiosk and what signage you need to help keep traffic moving.

✓ **Prepare Your Front-of-House Staff**

Help staff understand the coming changes and how they will be affected. Focus on the benefits:

- Freedom from being chained behind the counter
- More opportunities for interesting and engaging work
- Additional problem solving and customer service skills

✓ **Optimize Your Menu**

Engineer your menu to sell more and provide a better customer experience.

- ✓ High-quality photos
- ✓ Enticing descriptions
- ✓ List of ingredients
- ✓ Common allergens
- ✓ Prompts for paid modifiers
- ✓ Consistent branding

✓ **Train Your Front-of-House Staff**

Get staff comfortable using kiosk: browsing the menu, adding modifiers, reviewing orders, and processing payments. Also provide training for problem solving and customer service skills.

Average check sizes increase by 20–30% with kiosk.

✓ **Prepare Your Back-of-House Staff**

Before hiring, set a trial period of two weeks or more to measure the increase in orders from kiosk. Use POS reports and staff feedback to determine what your kitchen staff can handle.

✓ **Set Up Payment**

Connect an integrated terminal to each kiosk, letting customers pay directly at the kiosk using debit or credit. Set up your counter staff to accept cash payments.

✓ **Track Inventory**

Track inventory by ingredient or whole menu items and sync with your POS, so customers can't order items that are out of stock.

✓ **Determine How to Measure ROI**

Track average check size, sales volume, waste, and labor productivity on an ongoing basis using your POS to learn exactly how kiosk is helping your restaurant.

