

Your Complete Golf 918 Point-of-Sale Guide

Now that the basics of your facility are set up let's dive into how to make the most of your new POS. Start by navigating to the "POS" tab in the lefthand menu of your back office.

Tables and Layout

The first tab you'll see when you navigate to the "POS" section of your back office is "Tables". This is where you're going to set the foundation for your POS and ordering system.

Select the green "+" button in the upper right corner to begin adding tables and bar spots to your system. You'll also want to make sure you add your bays in here to make the most of your layout.

Once you've added your tables and bays, select the green "Design Layout" button at the top of your tables list and this will lead you into your drag and drop designer. At first there won't be any tables in the layout area but they will be listed down the left side.

Select your table from the left side and you'll be prompted to put in the dimensions for the table. Here's some examples:

For a regular table: 150W 200H

Longer table: 300W 150H

Bar seat: 50W 75H

Large square bay: 250W 350H

Rectangular bay: 400W 200H

With these examples it'll be easy to resize to your exact needs.

Once you've put in the dimensions the table or bay will show up in the layout design space. To resize the table click anywhere in the table space and the sizing editor will open. To move it around and use the drag and drop function to design your layout, select the three lines in the upper right corner of the table or bay box.

Menus and Menu Items

Menus

Once your layout is set up we can move into creating your menu and menu offerings.

In the "Menus" tab you can set menus for various times of day or promotions such as Breakfast, Lunch, Happy Hour, etc.

Categories

Next is the categories tab, this is important because it will display in the first screen of the ordering system for your servers. Categories like "Wine, Beer, Appetizers, Entrees" will then be tagged to the menu items so that when a category is selected, the following screen is the associated menu items, keeping your ordering system organized and simplified for you and your staff.

To add a category, select the green "+" button in the upper left corner. Give the category a name, a brief description if you'd like, assign it a colour which will also be assigned to all menu items in that category, assign the menu item to either be sent to the kitchen or the bar and then select applicable tax for the category. For example, alcohol sales tax for beer or wine menus.

Products

To finish setting up your POS you'll need to input your menu items.

Navigate to the "Products" tab and in the upper right hand corner select the green "+" button. From there you will input the product name, description, and assign the menu item a category and price.

After this you can choose to add options by selecting "New Step+".

An example of this function is by adding your sides to easily be added to the order.

For example:

Enter "Sides" as the name and then individually list the side options such as fries, caesar salad, and garden salad.

If fries or a basic salad is included in the meal, leave the price section for that item blank. If caesar salad is an upcharge you can add that price in.

This function also makes upselling food extremely easy for your staff. You can make another step for Add-Ons and offer things such as "Add Bacon" or "Extra Fries" or "Extra Patty" on a burger.

These steps will appear as part of the ordering process, giving your staff the visual reminder to offer upsells to your guests and helping you maximize your profit.

Staff

Under the staff section is where you will add staff members that have access to the POS. Each staff member will either select or be assigned a password so you can keep track of who is responsible for which sales and orders.

Tablet View/POS Link

In the upper right corner of each tab in the "POS" section, as well as beside your "Embed Link" in the "Details" section is the "POS Link". This link takes you to the interactive layout that will be used by you and your staff in your facility.

When you first go into the POS Link you will see the layout you've designed for your facility. You can also switch this to "List View" to see a list of your tables, the status of their orders, and how many are at each table.

Tee Sheets

Following the menu at the bottom of your POS, the next tab is your Tee Sheet. This gives you a view of your bookings for the day and also has the same functions as the "Bookings" section in the back office, allowing you to add or edit bookings on the go for your guests.

Orders

Under the "Orders" tab you can view all Open and Completed orders allowing you to easily keep track of or easily locate orders. You can also organize the orders you're trying to view by selecting from the options in the upper right corner. For example, if a customer comes back and says their order came out wrong but the kitchen has already selected it as completed, select "Kitchen" and "Completed" and you'll be able to view all the orders the kitchen has completed for the day to easily locate it.

Members

In the "Members" tab, you'll be able to view all accounts of active members of your facility. At the right end of each member's name will be a blue "View" button. When you select the button it brings up the member's profile along with their ordering history. This allows you to really deliver on the guest experience. For example, if John orders a pint of Budweiser and nachos every time he visits and he has a tee time booked for 5:30pm, you can have that pint ready for him and when you greet him you can ask if he'd like his nachos during his tee time or ready to enjoy after. This extra attention to your guests will really help you stand out as a facility, and we're making it so you can do that without extra work.

Settings

Finally in the settings tab, Managers or Course Owners can access daily reports. For staff, there is the ability to "Lock" which would lock their account on a tablet so other staff couldn't use their account, or to "Sign Out", making it easy for staff to stay organized and keep their orders and tables separate.