Zahli

Kitchen guide

English

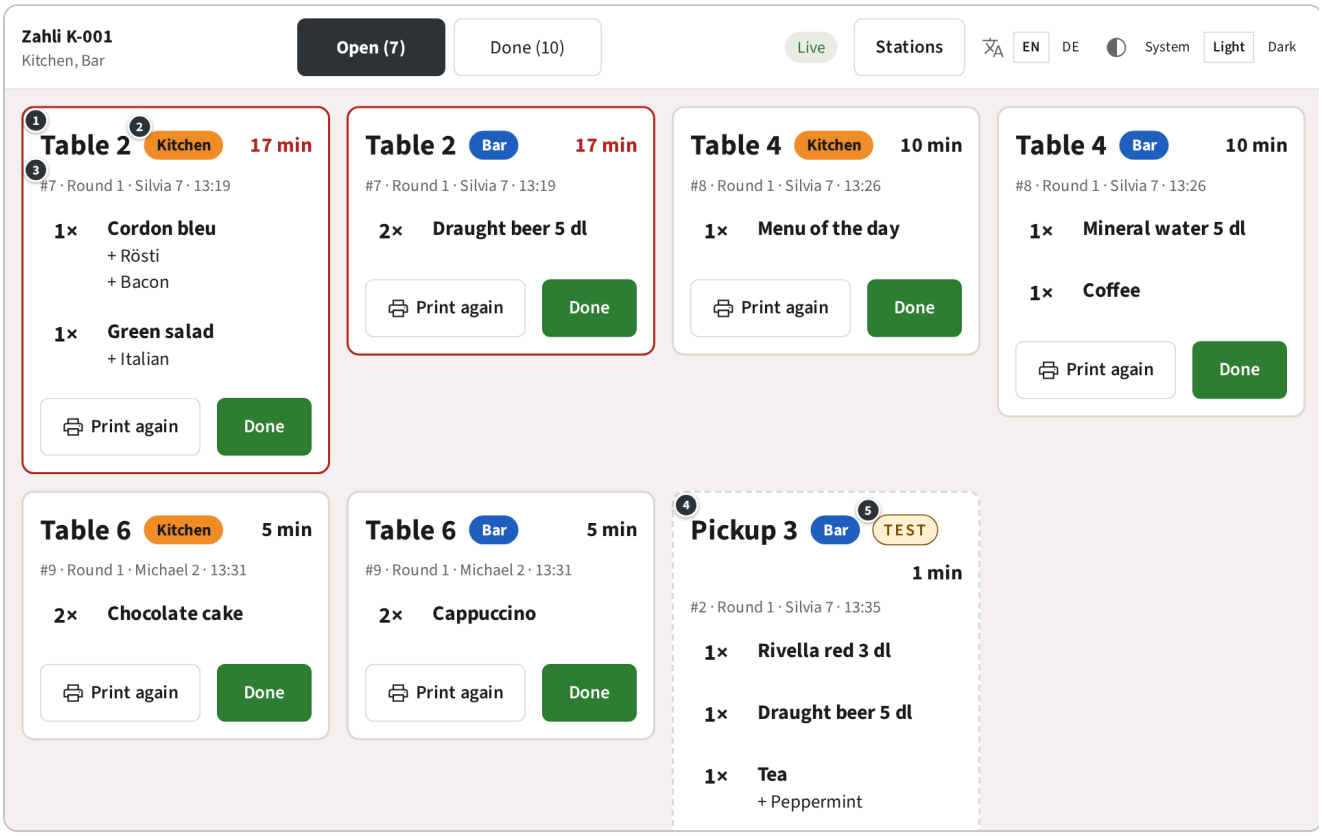
8 November 2026

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Kitchen guide

This Guide is for the kitchen and the bar, working at the kitchen terminal: a tablet that shows what the service sends you. Nobody signs in there; once a Manager has set the tablet up, it shows its Tickets until it is switched off. Each topic is one task, with an example from **Beizli Muster**, a small restaurant whose tablet K-001 hangs in the kitchen and shows the Tickets of the Kitchen and of the Bar.



The words this Guide uses

- **Tab**: everything one party has, at a Table or as a Walk-in. Each has a **Tab number**, such as #7.
- **Round**: what a Waiter sends at one moment for one Tab, such as the main courses and the drinks of Table 2. The Rounds of a Tab are counted *Round 1*, *Round 2* …
- **Station**: where things are made, such as the Kitchen or the Bar. Every menu Category goes to one Station.
- **Ticket**: the part of one Round for one Station. A Round of a cordon bleu and two beers makes one Ticket for the Kitchen and one for the Bar. A Ticket is what you see, print again and mark done.
- **Pickup number**: the number of a guest who ordered at the counter (a Walk-in) instead of at a Table. Call it out when everything is ready.
- **TEST**: a Ticket from training. Its Tab is a test Tab, which moves no real money; the Ticket prints with TEST too.

On each Ticket:

- ① where it goes: *Table 2*, or ④ *Pickup 3* for a Walk-in.
- ② its Station, when the tablet shows more than one.
- ③ the Tab number, the Round, who sent it and when: *#7 · Round 1 · Silvia 7 · 13:19*.

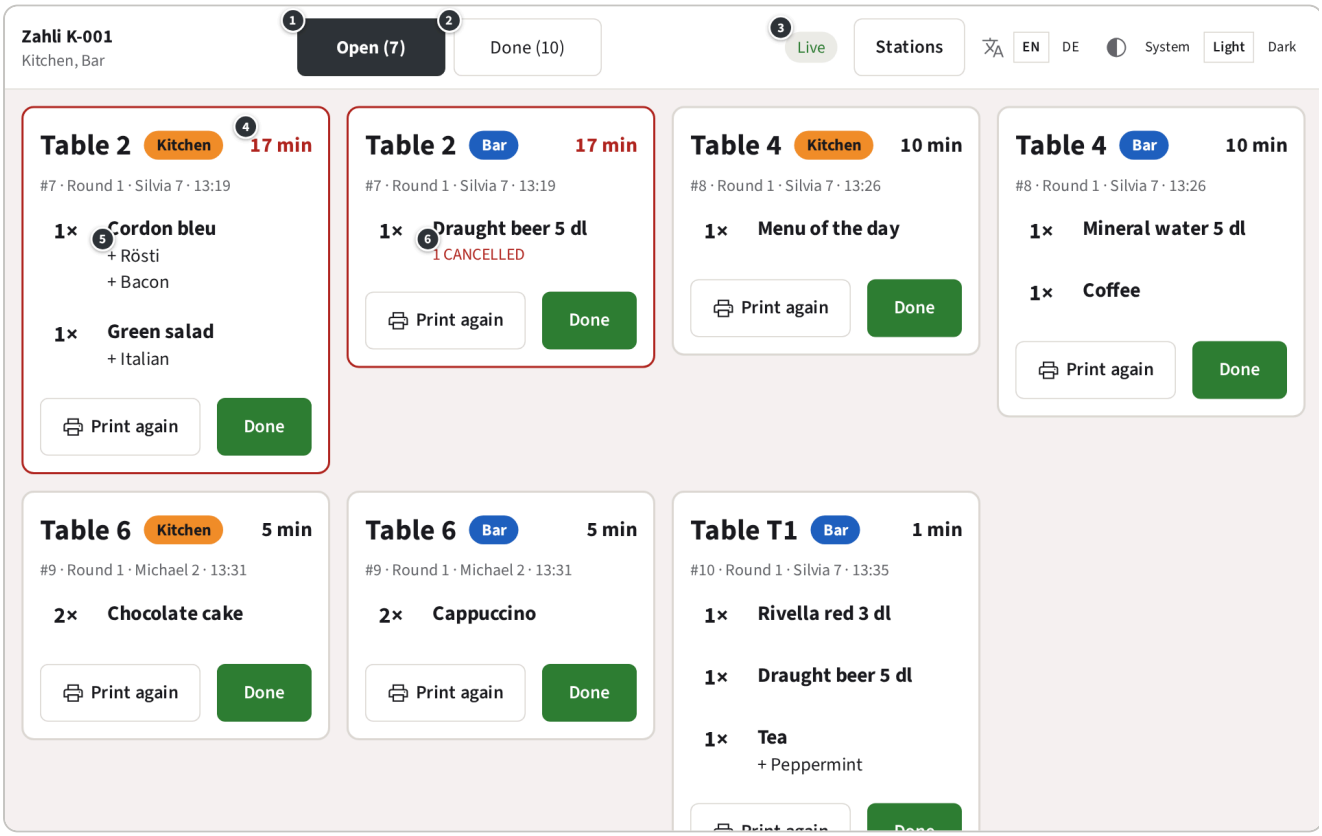
- ⑤ **TEST** and a dashed border on a test Ticket. Nobody is waiting for it: make it only if whoever trains says so, and mark it done like any other.

Where the venue lets guests pay first, a Round reaches you only once its Tab is paid.

The first steps: what your screen shows, then marking a Ticket done.

Your screen

The kitchen terminal shows the Tickets of its Stations as cards, open ones first.



- ① **Open (7)** lists the Tickets still to make, the oldest first, at the top left. New ones join at the end.
- ② **Done (10)** lists the Tickets done today (Done Tickets).
- ③ **Live** means the screen gets new Tickets as they are sent.
- ④ how long ago the Round was sent. From 15 minutes on, the time and the card's border turn red.
- ⑤ the Modifiers of an item, below it with a **+**: *Cordon bleu + Rösti + Bacon*. A Note from the Waiter follows with », a Note on the whole Round below the items.
- ⑥ *1 cancelled*: the Waiter took one of the two beers off the Tab. Make only what is left; the printer usually prints a cancellation for it too. An item cancelled in full is crossed out.

When the tablet shows more than one Station, each Ticket carries a badge with its Station's name in its colour, here the orange Kitchen and the blue Bar. A tablet for one Station shows no badge. Top left, the screen names the tablet and its Stations: *Zahli K-001 · Kitchen, Bar*.

Example: at 13:37 at Beizli Muster, Table 2 has waited 17 minutes for its cordon bleu and its beer, both red; the cook starts with them, the bar pours one beer, not two.

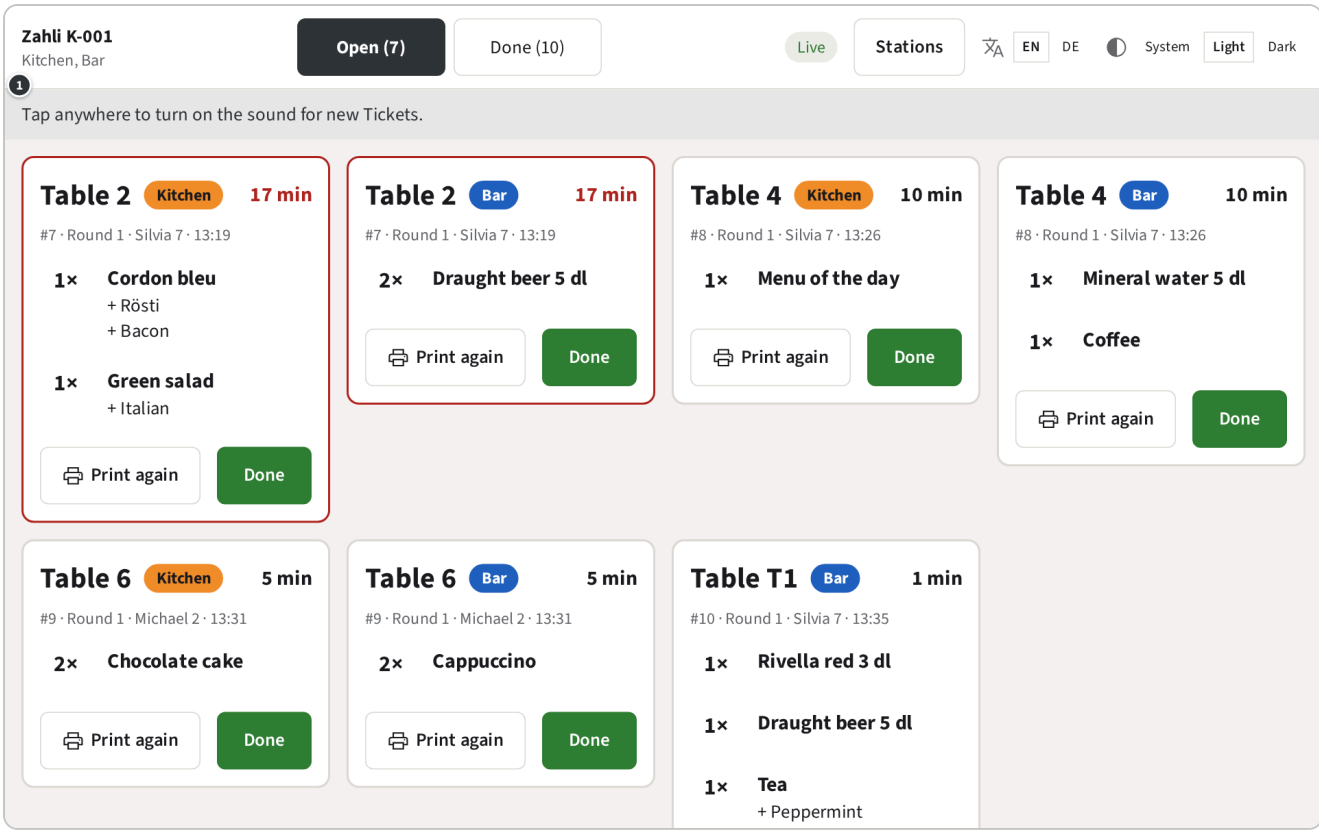
Without a connection

When the tablet loses the internet, the screen says **Offline** and **No connection to the server. Showing the last known Tickets; new Tickets appear once the connection is back.** Keep working from the screen and the printed Tickets; it connects again by itself.

New Tickets and sound

When a Waiter sends a Round, its Ticket appears on the kitchen terminal within a moment, as the last of the open Tickets, and the tablet chimes: two short tones. The Ticket also prints, if a printer prints the Station's Tickets.

The browser lets the tablet make a sound only after someone touched the screen. Until then it says so at the top:



① **Tap anywhere to turn on the sound for new Tickets.** Tap anywhere on the screen once; the banner goes, and from then on every new Ticket chimes. After the tablet or its browser restarts, tap once again.

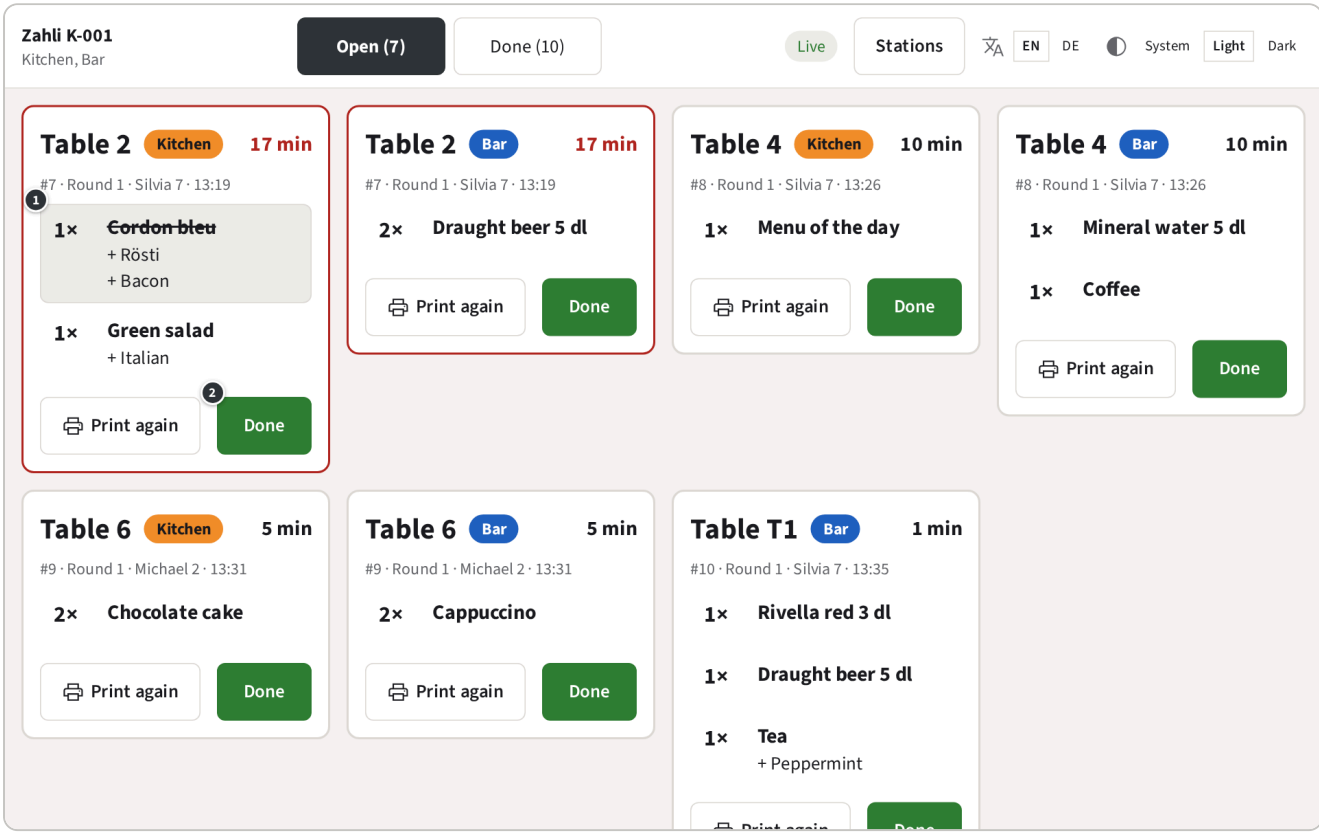
The chime is as loud as the tablet: turn its volume up with the buttons on its side. Marking a Ticket done or printing it again makes no sound.

Example: in the morning, the cook switches on K-001 and taps the screen once. At 11:42 Silvia sends Table 4's Menu of the day; the tablet chimes, and the Ticket is the last card on the screen.

Marking done and undoing

While you work through a Ticket, tap an item to tick it off: it is crossed out on a grey band. Tap it again to undo the tick. Ticks only help you keep track; they stay on this tablet, and nobody else sees them.

When the whole Ticket is ready, tap **Done**.



- ① the cordon bleu, ticked off.
- ② **Done**: the Ticket moves to the done Tickets, with the time it was done.

Once every Ticket of a Round is done, the Kitchen's and the Bar's, the Waiter who sent it gets a message in the staff app that the Round is ready. So tap **Done** when the plates go out, not before.

Example: Table 2 has a cordon bleu and a green salad. The cook ticks off the cordon bleu once it is in the pan, the salad once it is dressed, and taps **Done** when both are on the pass. The bar has already marked its beer done, so Silvia's phone says that Table 2 is ready.

A Ticket marked done by mistake

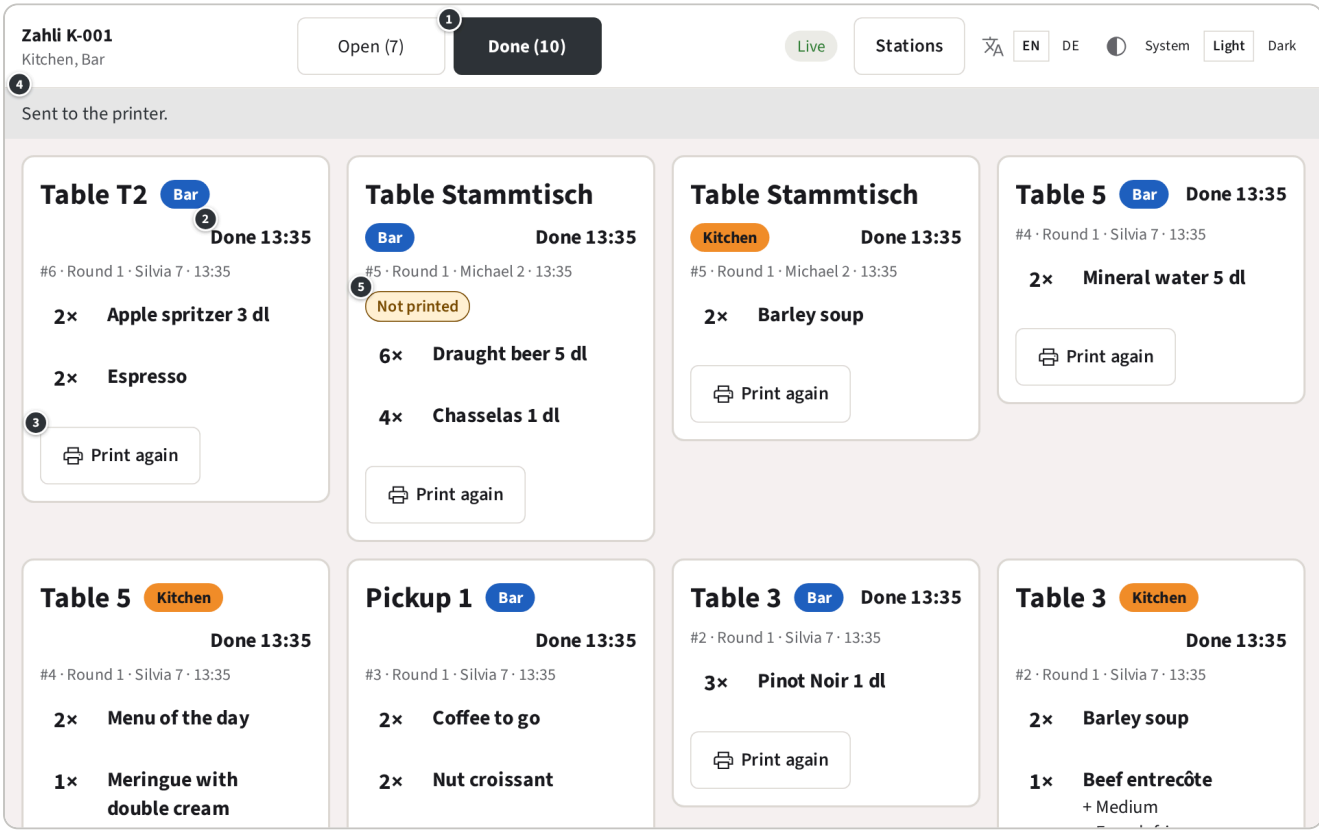
A done Ticket cannot be made open again. It stays with the done Tickets for the day: tap **Print again** there to have it on paper again (Done Tickets), and tell the Waiter, who may have been told the Round is ready.

Without a connection

Done works without the internet too: the Ticket moves to the done ones at once and says **Waiting for the connection…** until the tablet is connected again and sends it.

Done Tickets and reprint

The done Tickets are those of today, the latest first, up to the last 30. A Ticket can be printed again from there, or from the open ones.



- ① **Done (10)** switches to the done Tickets; **Open (7)** back to the open ones.
- ② when it was done: **Done 13:35**.
- ③ **Print again** prints the Ticket again on the Station's printer, as it is now: an item cancelled since is left off.
- ④ confirms it: **Sent to the printer.**
- ⑤ **Not printed**: the printer could not print this Ticket, perhaps it was out of paper or switched off. Fix the printer, then tap **Print again**.

Example: the Ticket for Table T2's apple spritzers fell behind the coffee machine. The bar switches to the done Tickets, finds *Table T2* and taps **Print again**.

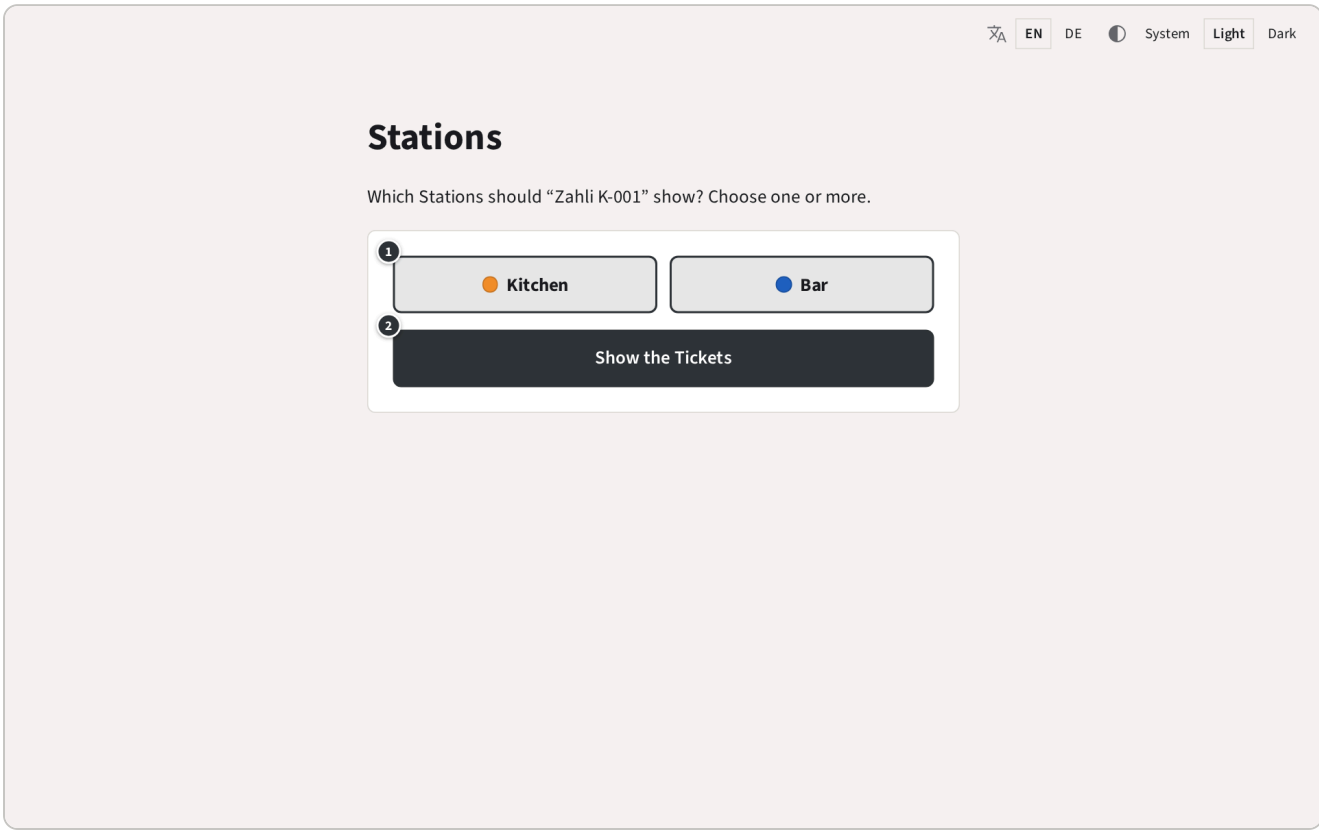
When printing again does not work, the screen says why:

- **No printer prints Tickets for this Station.** A Manager chooses which printer prints the Station's Tickets.
- **Everything on this Ticket was cancelled; there is nothing to print.**

Choosing Stations

A kitchen terminal shows the Tickets of the Stations chosen on it: one, such as only the Bar, or several. A Manager makes the Stations and their colours; which of them a tablet shows is chosen on the tablet itself, and it keeps that choice.

Tap **Stations** at the top of the screen:



- ① tap a Station to choose it, tap it again to leave it out. A chosen Station is framed and bold.
- ② **Show the Tickets** goes back to the Tickets, now of the chosen Stations.

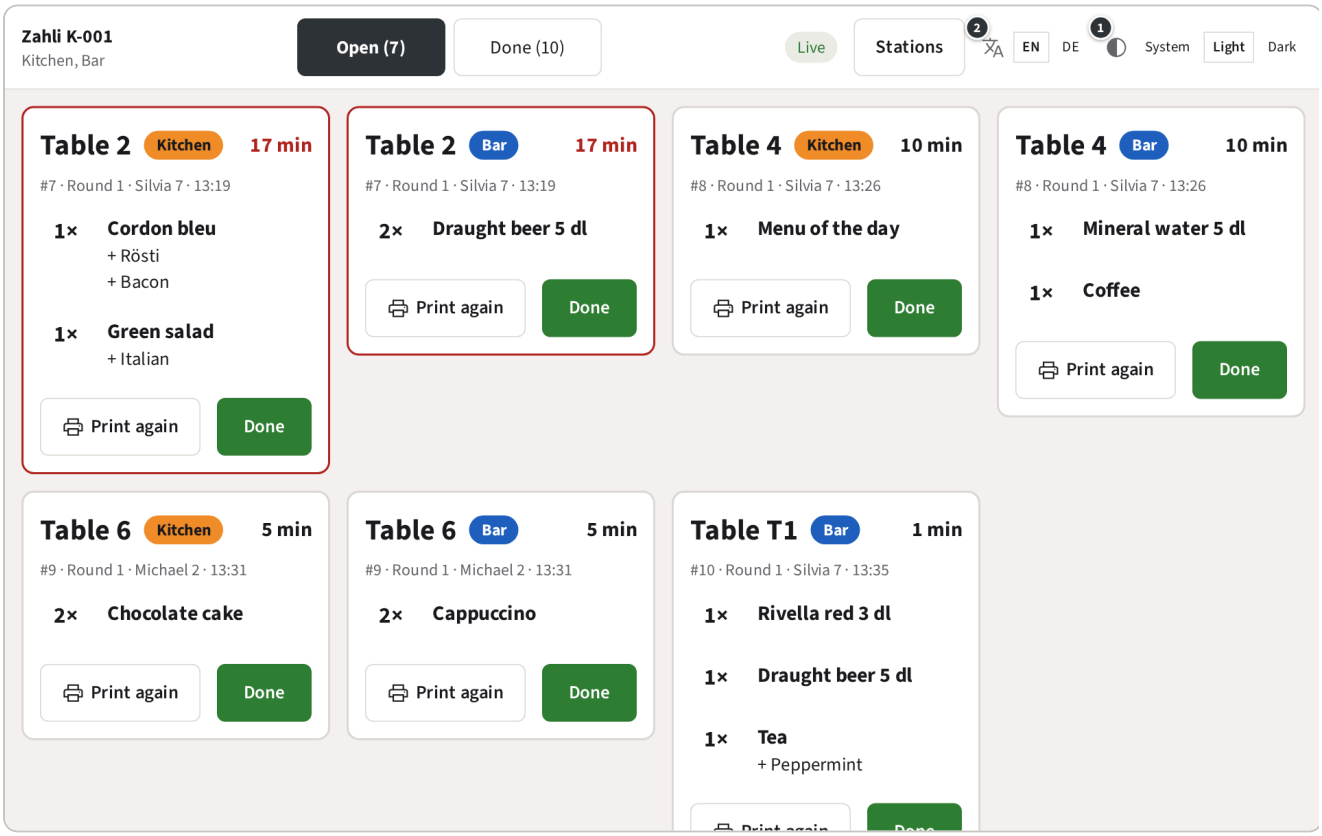
With more than one Station, each Ticket shows its Station’s badge (Your screen).

Example: for a busy Saturday, Beizli Muster puts a second tablet at the bar. There, the bar taps **Stations**, chooses only Bar and taps **Show the Tickets**. In the kitchen, the cook does the same on K-001 with only Kitchen, so neither sees the other’s Tickets.

Any kitchen terminal may mark done or print again any Ticket it shows; when two tablets show the same Station, a Ticket marked done on one is done on both.

Light and dark

At the top right of the screen are two switches, kept by this tablet.



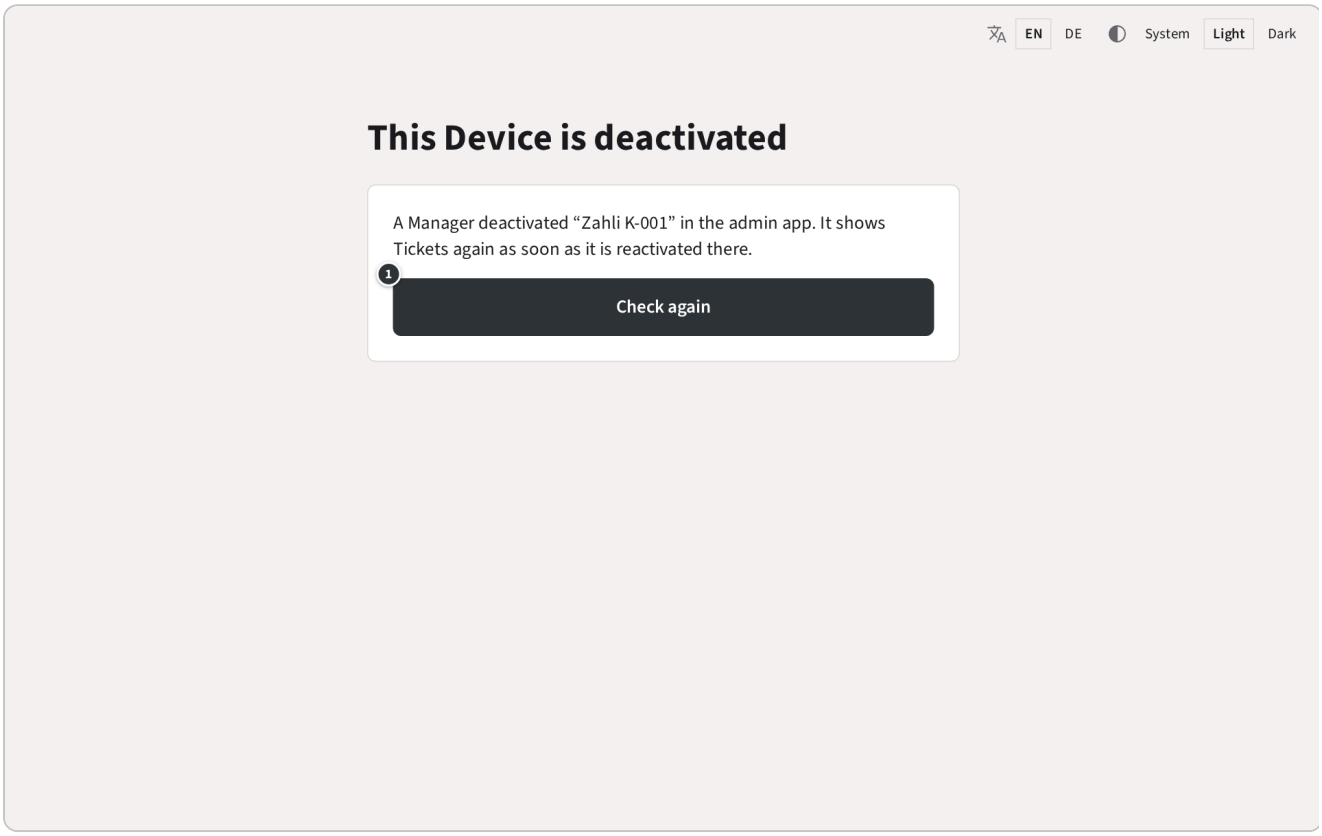
- ① **Light** and **Dark** set the colours; **System** follows the tablet's own setting, which may change with the time of day. Dark is easier on the eyes in a dim bar, light reads better in a bright kitchen.
- ② **EN** and **DE** set the language of the screen. The items keep the names the menu has in that language; the times follow the venue's settings.

Example: the bar of Beizli Muster is dim in the evening. On its tablet, the bar taps **Dark**; the kitchen's tablet stays **Light**.

When the screen says deactivated or Not rented

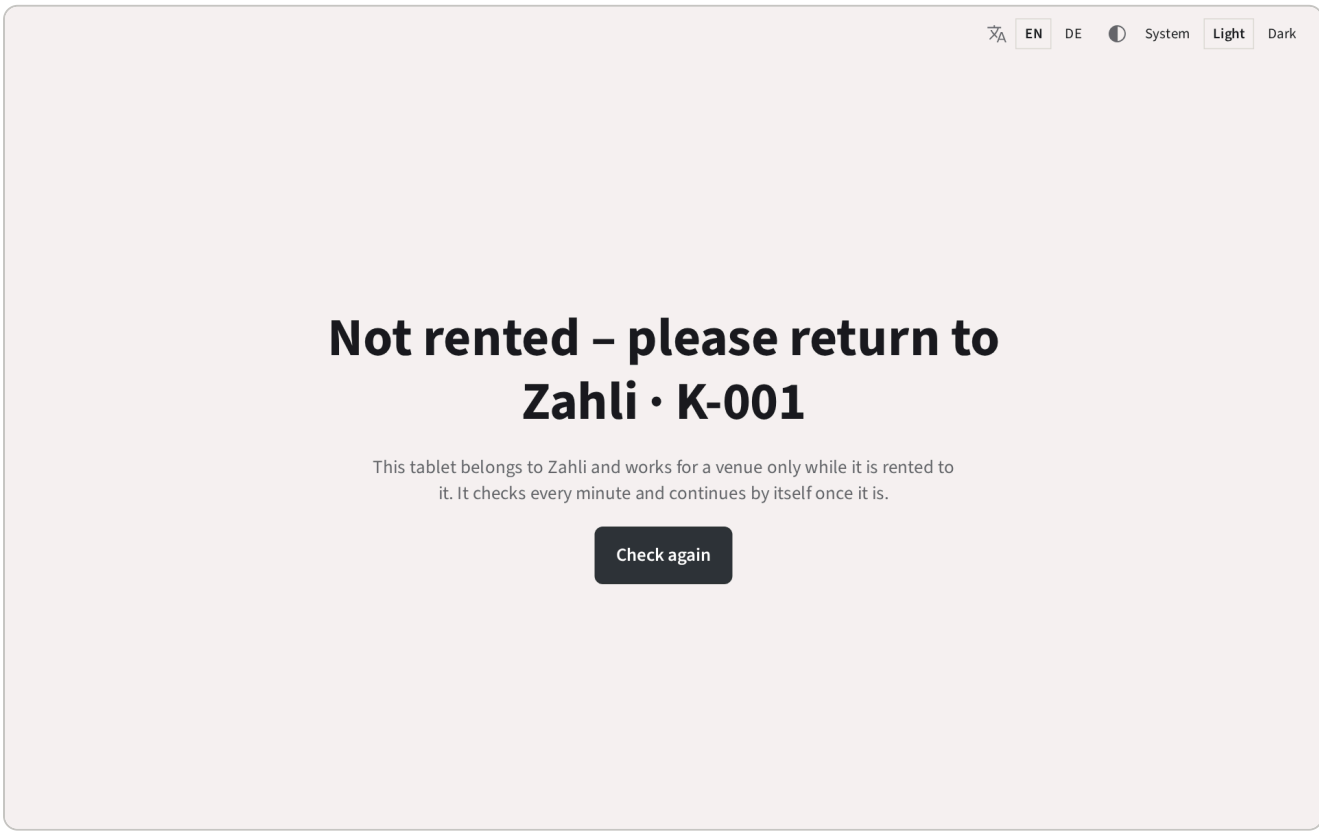
Sometimes the kitchen terminal shows a message instead of the Tickets. You cannot fix these on the tablet; tell a Manager, and in the meantime work from the printed Tickets.

This Device is deactivated



A Manager has stopped this tablet in the admin app, for example because it was lost for a while. Once they reactivate it there, the screen goes back to its Tickets by itself, within half a minute; ① **Check again** checks at once.

Not rented



This tablet belongs to Zahli, and the venue's rental of it has ended. It shows the number on its sticker, here K-001. Give it back to Zahli as agreed. If the venue rents it again, it goes on by itself; it checks every minute, and **Check again** checks at once.

Asking for a code

When the screen shows **Kitchen terminal** and asks for a code, the tablet is no longer set up for the venue: a Manager removed it, or its browser data was deleted. A Manager sets it up again with a new code from the admin app, as Devices in the Manager guide explains.

Example: Beizli Muster rented K-001 for the summer. On 1 October the screen says **Not rented – please return to Zahli · K-001**, and the kitchen hands the tablet back to Zahli with its charger.