Zahli

Waiter guide

English

8 November 2026

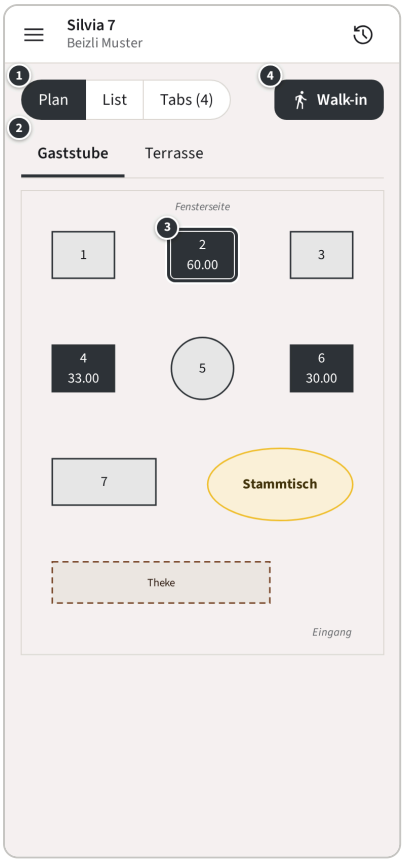
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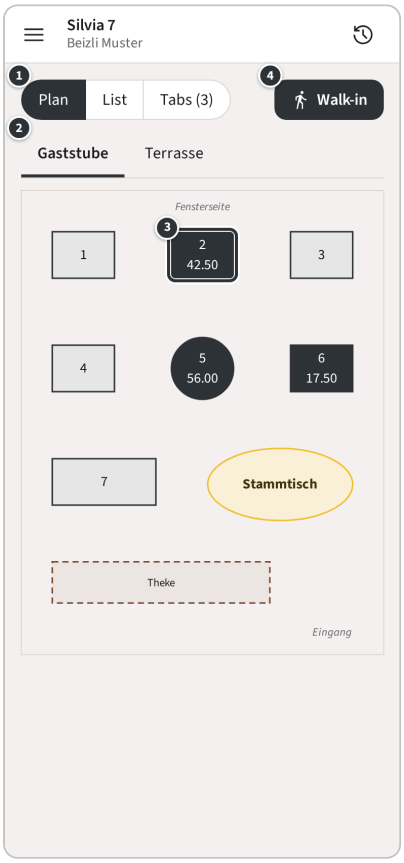
Waiter guide

This Guide is for everyone who serves with the Zahli staff app, on a phone or in a browser. Each topic is one task, with an example from **Beizli Muster**, a small restaurant with a Gaststube and a Terrasse, where Silvia serves.

Only with Open tabs



Only with Pay-first



The words this Guide uses

- **Room**: one floor plan of the venue, such as the Gaststube or the Terrasse. It holds the **Tables**.

- **Tab**: everything one party owes. You open it at a Table, or as a **Walk-in** for a guest at the counter, who gets a **Pickup number**. Every Tab has a **Tab number**, such as #1042.
- **Round**: the items you send to the kitchen and the bar at one moment. Until you send it, what you pick is your **Draft**, kept only on your phone or browser.
- **Station**: where items are made, such as Küche or Bar. Each Station gets a **Ticket** with its part of the Round.
- **Modifier**: an option of an item, such as the side or the dressing. A **Follow-up group** is a choice that only appears after a pick, like the dressing after the salad.
- **Note**: free text for the kitchen on an item or on the whole Round.
- **Payment**: the guest paying by **Card**, **Twint** or **Cash**, with an optional **Tip**. Several Payments on one Tab are a **Split**.
- **Receipt**: the record of a Payment, printed on request and always on the **Tab page**, which the guest opens with a QR code.
- **Void**: taking an item that is not paid off a Tab. A **Discount** lowers what the guest pays.
- **History**: what you sent and took in a business day.

> **Only with Pay-first**
>
> Your venue works **Pay-first**: the guest pays first, and the items go to the kitchen once the Tab is paid in full. See Pay-first.

> **Only with Open tabs**
>
> Your venue works with **Open tabs**: what you send goes to the kitchen at once, and the guest pays when they leave.

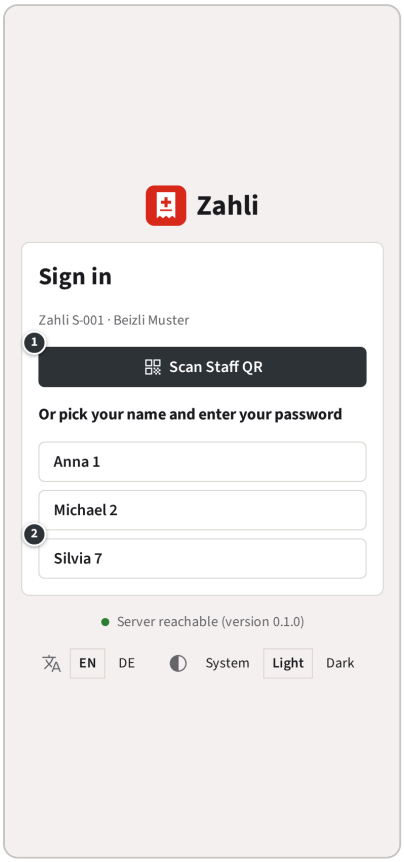
The first steps: sign in, then open a Table in **Rooms**.

You find this guide in the staff app too, under **Settings → Help** (see Your language).

Signing in

On the venue's phones you sign in with your name and password, or with your **Staff QR**, the card with your code that your Tenant admin prints for you. You stay signed in until you sign out or the phone was not used for a while.

On a phone

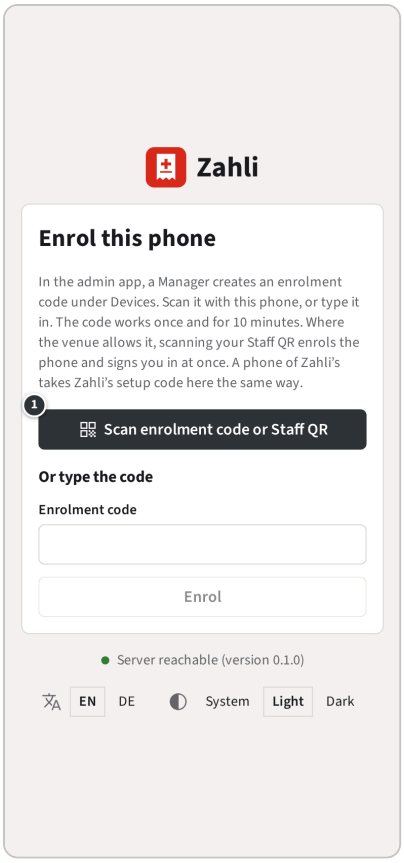


1. Open the Zahli app. The sign-in screen shows the phone's name and the venue, here *Zahli S-001 · Beizli Muster*.
2. Tap ① **Scan Staff QR** and hold your Staff QR in front of the camera. You are signed in at once.
3. Or tap your name ②, for example **Silvia 7**, enter your password and tap **Sign in**.

The app opens the Rooms. If your Staff QR is lost, ask your Tenant admin for a new one: the old card stops working.

A new phone

A phone that shows **Enrol this phone** is not set up for your venue yet. A Manager creates an enrolment code in the admin app; scan it with ① or type it in.

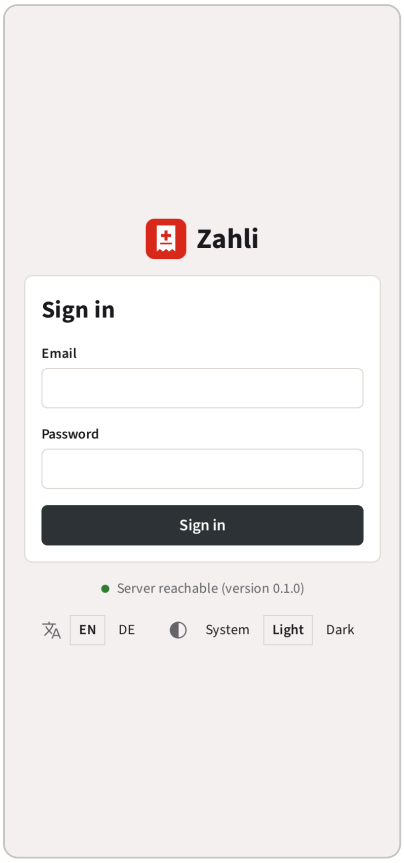


> **Only if Staff QRs may enrol phones**
>
> Your venue lets Staff QRs enrol phones: tap ① **Scan enrolment code or Staff QR** and scan your Staff QR. The phone is set up for your venue and you are signed in, in one step.

> **Only if Staff QRs may not enrol phones**
>
> A Staff QR does not set up a phone in your venue; only a Manager's enrolment code does.

In a browser

> Only if Waiters may sign in in a browser
>
> Your venue lets Waiters serve from a browser too, for example on the counter's laptop. Open `app.zahli.ch/staff`, enter your **Email** and **Password** and click **Sign in**.

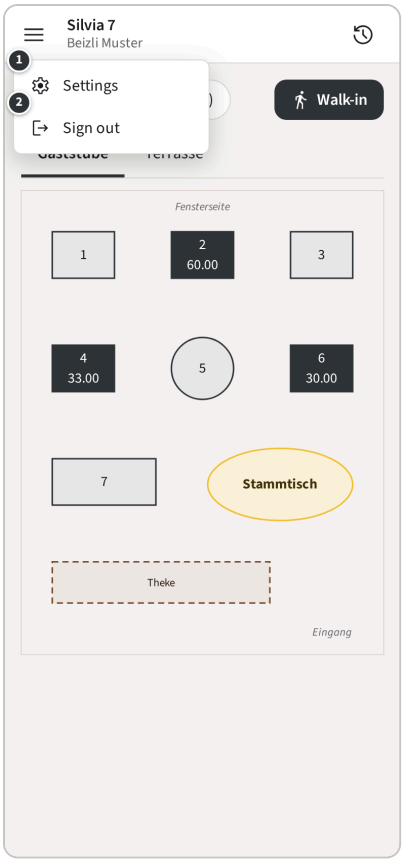


> In a browser there is no Card and no working offline; everything else works as on the phone.

> Only if Waiters may not sign in in a browser
>
> In your venue Waiters serve on the venue's phones only; signing in in a browser says ***Waiters sign in on a staff Device only.***

Signing out

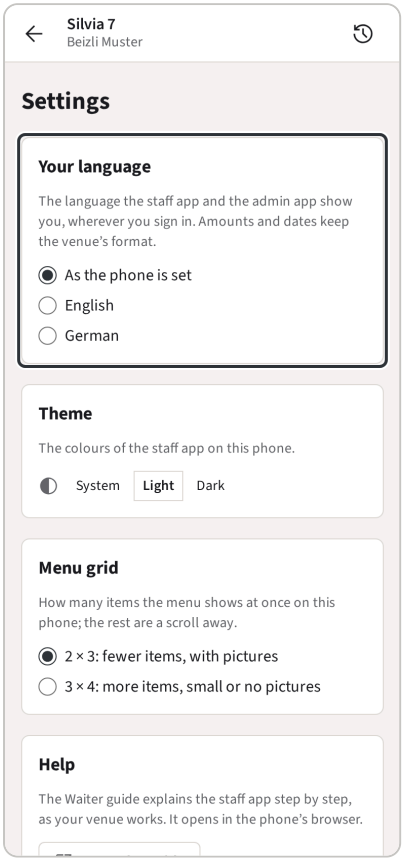
On the Rooms, tap the menu at the top left and then ② **Sign out**. Sign out when you hand the phone to a colleague, so that nothing is booked in your name.


Silvia 7
Beizli Muster
1
Settings
2
Sign out
Walk-in
Fensterseite
1
2
60.00
3
4
33.00
5
6
30.00
7
Stammtisch
Theke
Eingang

Your language

The staff app speaks English and German. Each Staff member chooses their own; amounts and dates keep the venue's format, such as CHF 1'234.50.

1. On the Rooms, tap the menu at the top left and then **Settings**.
2. Under **Your language**, pick **English** or **German**. **As the phone is set** follows the phone's own language.

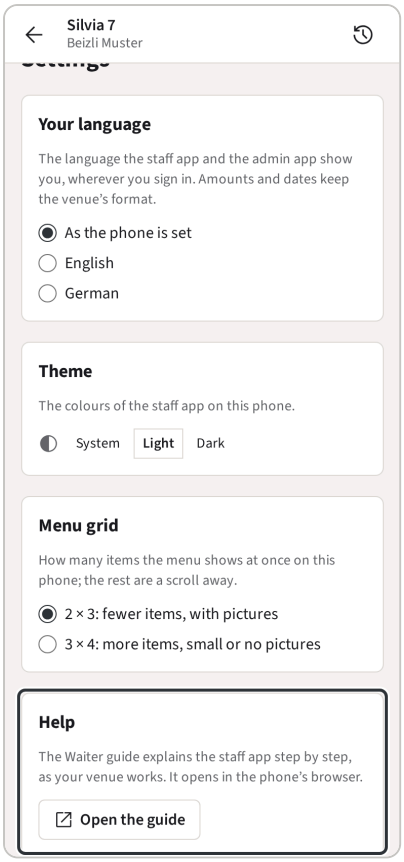


The choice is saved with you, not with the phone: Silvia sees the app in her language on every phone of Beizli Muster she signs in to.

In **Settings** you also choose the colours (**Theme**) and how many items the menu shows at once (**Menu grid**); both are kept on the phone.

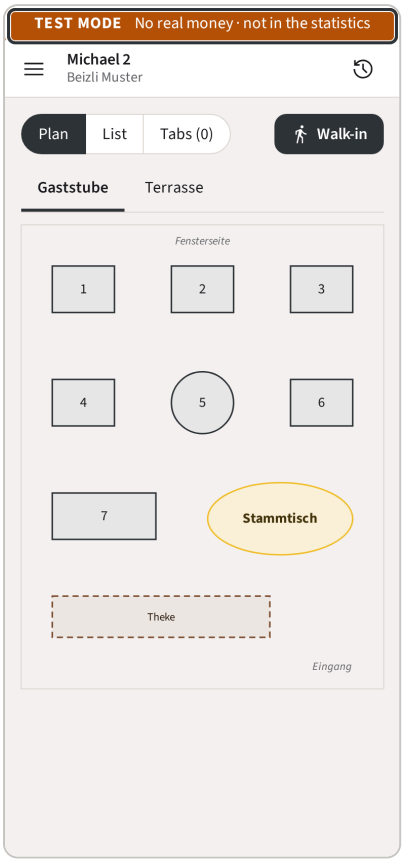
Help: this guide in the app

At the bottom of **Settings**, **Help → Open the guide** opens this guide in your language, set up for how your venue works, so it leaves out what does not apply there. On a phone it opens in the phone's browser, in a browser in a new tab. In the phone's browser nobody is signed in, so the pictures show Beizli Muster instead of your venue's own Rooms and menu.


Silvia 7
Beizli Muster
Your language
The language the staff app and the admin app show you, wherever you sign in. Amounts and dates keep the venue's format.
As the phone is set
English
German
Theme
The colours of the staff app on this phone.
System
Light
Dark
Menu grid
How many items the menu shows at once on this phone; the rest are a scroll away.
2 × 3: fewer items, with pictures
3 × 4: more items, small or no pictures
Help
The Waiter guide explains the staff app step by step, as your venue works. It opens in the phone's browser.
Open the guide

What TEST means

For training, a Manager can put a phone, a browser or the whole venue into test mode. The staff app then shows the **TEST MODE** banner at the top of every screen.



While the banner shows:

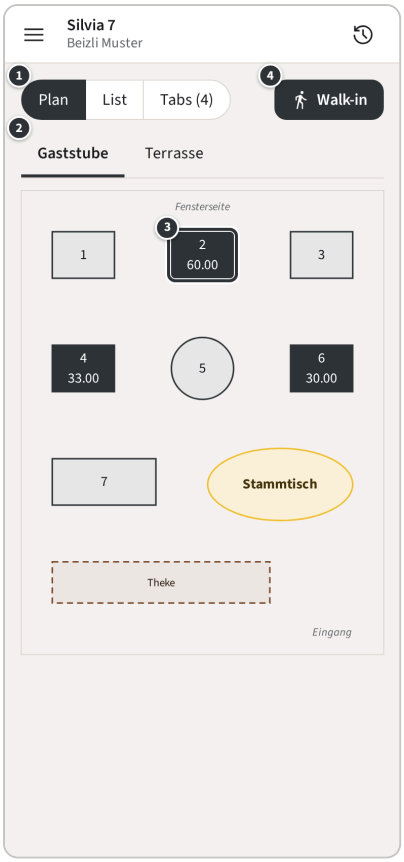
- Every Tab you open is a **test Tab**. It counts in no statistics and no revenue.
- Card payments move no real money.
- The Rooms and the Tabs list show only test Tabs. The real Tabs of the service are still there; they come back once test mode ends.
- Tickets and Receipts still print, with a large **TEST** on them, so the kitchen knows not to cook. On the Twint code, TEST lies across the QR code.
- In the History, test Tabs carry a **TEST** badge.

Treat a test Tab like a real one: send, pay and close it as you would in service. Only a Manager switches test mode on and off; if you see the banner during service, tell one.

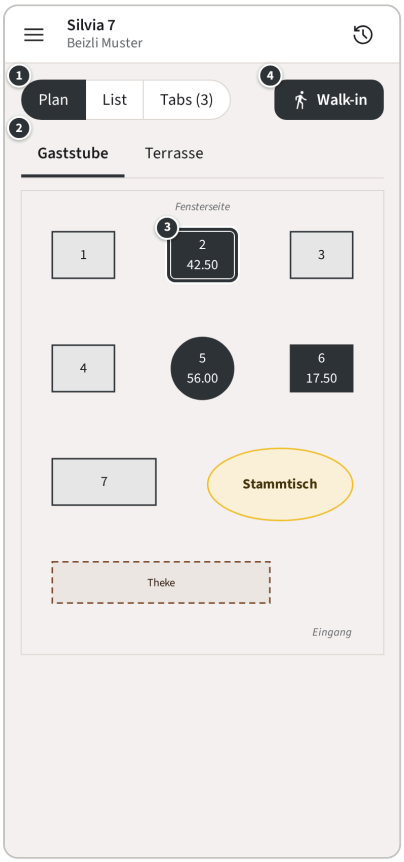
Rooms and Tables

After signing in you see the Rooms: each Table where the venue has placed it, with the amount of its open Tab.

Only with Open tabs



Only with Pay-first



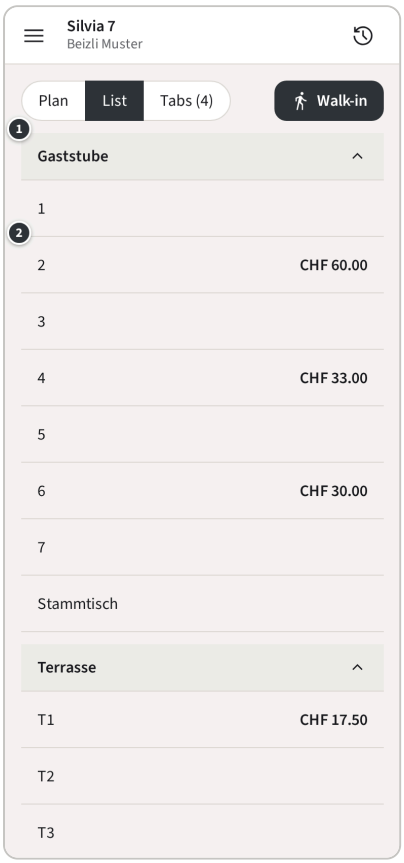
- ① switches between **Plan**, **List** and the open Tabs.
- ② picks the Room. Swipe sideways over the plan to go to the next one. With a single Room, there is no Room row.

- A dark Table ③ has an open Tab and shows what it amounts to; a light one is free. In Beizli Muster, Table 2 has a Tab of CHF 60.00.
- [Only with Walk-ins] ④ **Walk-in** opens a Tab without a Table (Opening a Tab or a Walk-in).

Tap a Table to open its Tab. A Table with a pencil badge holds your Draft: items you picked there but did not send yet.

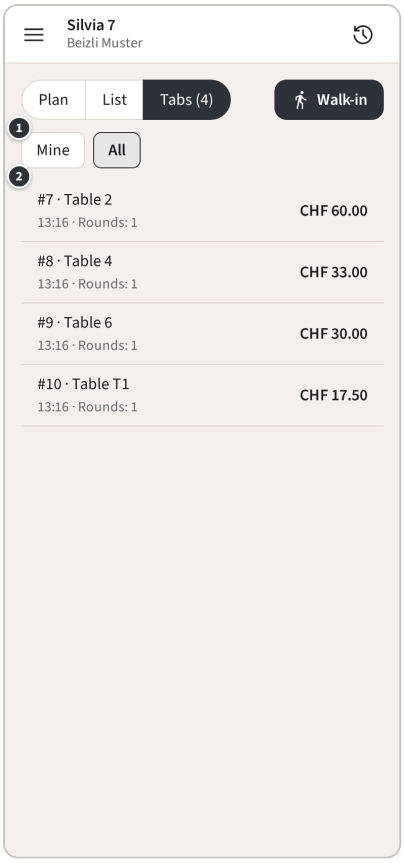
The list

List shows the same Tables sorted by name, under a heading per Room ①; tap a heading to fold its Tables away. A Table with an open Tab shows its amount ②.



The open Tabs

Tabs (4) lists every open Tab with its Tab number, its place, when it was opened and its amount. ① filters: **Mine** shows only the Tabs you opened, **All** those of the whole team. Tap a row ② to open the Tab.



> **Only with Pay-first**
>
> Under Pay-first without Walk-ins, the open Tabs only show when one is open.

Opening a Tab or a Walk-in

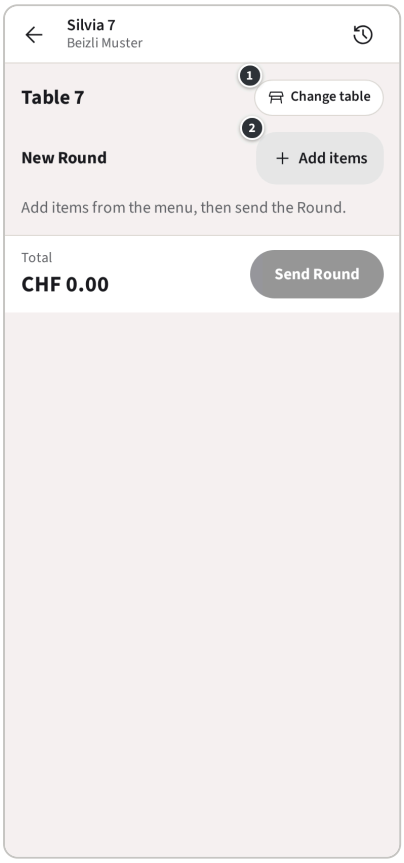
A Tab opens with its first Round: until you send something, nothing is booked and the Table stays free for your colleagues.

At a Table

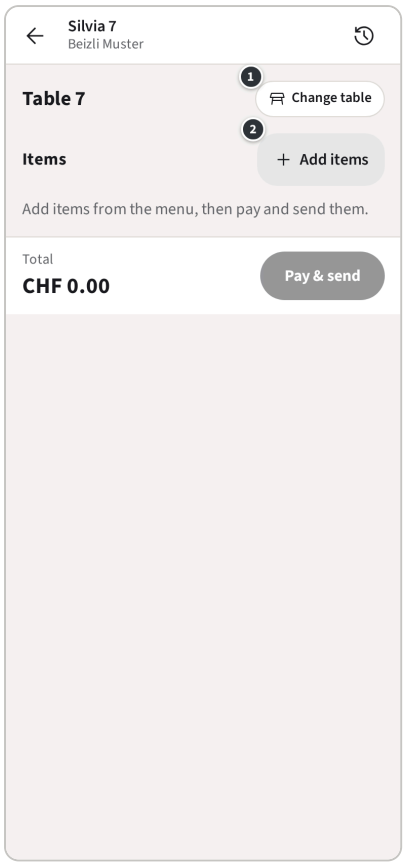
Example: a couple sits down at Table 7 of the Gaststube.

1. In the Rooms, tap Table 7. The new Tab is titled *Table 7*.
2. Tap ② **Add items** and pick what they order (Taking a Round).
3. [Only with Open tabs] Tap **Send Round**. [Only with Pay-first] Tap **Pay & send**. The Tab now has its Tab number, such as *#11 · Table 7*.

> Only with Open tabs



> Only with Pay-first



Wrong Table? Tap ① **Change table** and choose another one. If that Table already has an open Tab, your items join that Tab.

> Only with Walk-ins
>
> ## A Walk-in
>
> A guest who orders at the counter gets a Walk-in instead of a Table.
>
> 1. In the Rooms, tap **Walk-in**.
> 2. Pick the items and send them.
> 3. The Tab gets a **Pickup number**, shown in its title, such as *#12 · Walk-in 3*. Call the guest by that number when the order is ready.
>
> > Only with Guest slips
> >
> > The guest gets a Guest slip with the Pickup number and the QR code of their Tab page, printed with the Round.

> Only when a Table is required
>
> ## A Table is required
>
> In your venue every Tab needs a place. If you send without one, the staff app says ***Choose a Table first.*** and opens the Table picker; choose the Table [Only with Walk-ins] or **Walk-in** and send again.

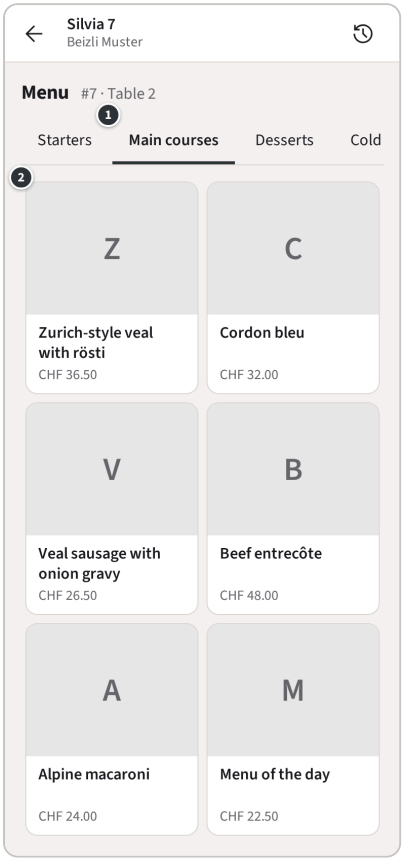
If your venue starts on the menu rather than on the Rooms, you pick the items first; the Tab is titled **No table yet** until you choose its place with **Change table**.

Taking a Round

Example: at Table 2 the guests order two beers, a peppermint tea with honey and a cordon bleu with salad.

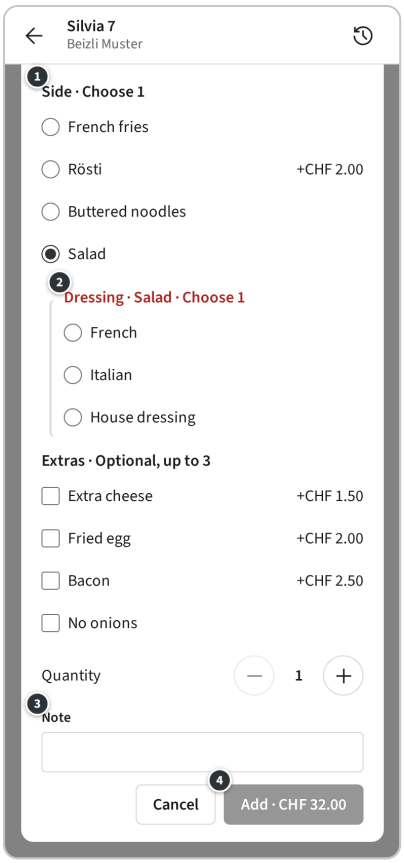
Pick from the menu

On the Tab, tap **Add items**. The menu shows one Category at a time ①; tap another or swipe sideways over the items. Tap an item ② to add it.



- An item without choices, such as the beer, is added at once; its tile counts how many you added. Tap it twice for two beers.
- An item with choices opens its dialog first.
- When you are done, tap **Done** at the bottom to go back to the Tab.

Modifiers and Follow-up groups



Each group ① says how many to pick: *Choose 1* must be picked, *Optional, up to 3* may be. A group in red still needs a pick. A price change, such as *+CHF 2.00* for Rösti, is added to the item.

Some picks open a **Follow-up group** right below them ②: picking *Salad* as the side of the cordon bleu asks for *Dressing · Salad*. Unpick the salad and the dressing goes with it.

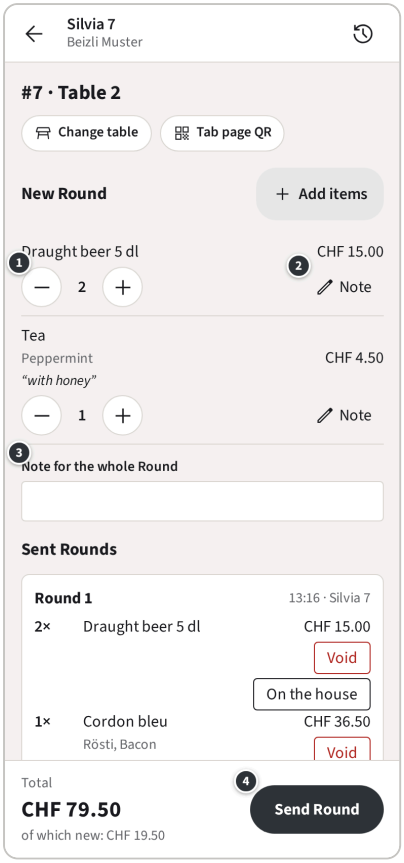
Under ③ **Note**, write what the kitchen should know about this item, such as “no sauce”. Set the quantity and tap ④ **Add · CHF 32.00**; it is enabled once every group is complete.

Some items need a Note, because one menu entry stands for several things: Beizli Muster’s *Homemade cake* asks which cake. Its dialog says **Note (required)** and adds nothing without one.

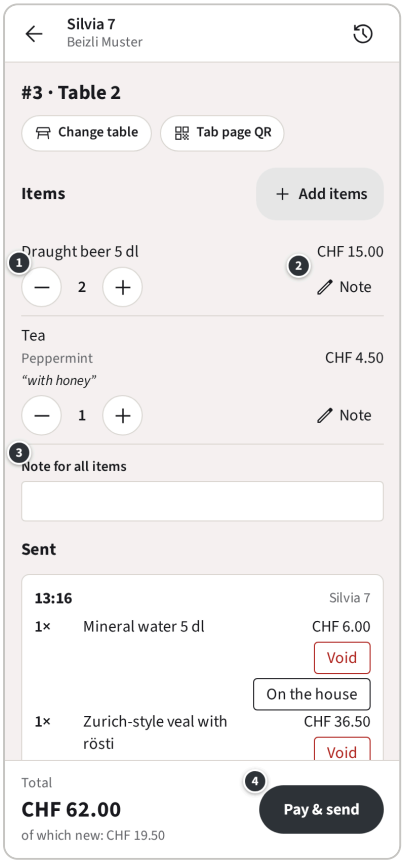
Check the Draft

What you picked is your **Draft**: it waits on the Tab until you send it.

Only with Open tabs



Only with Pay-first



- ① changes the quantity; one fewer at 1 removes the line.

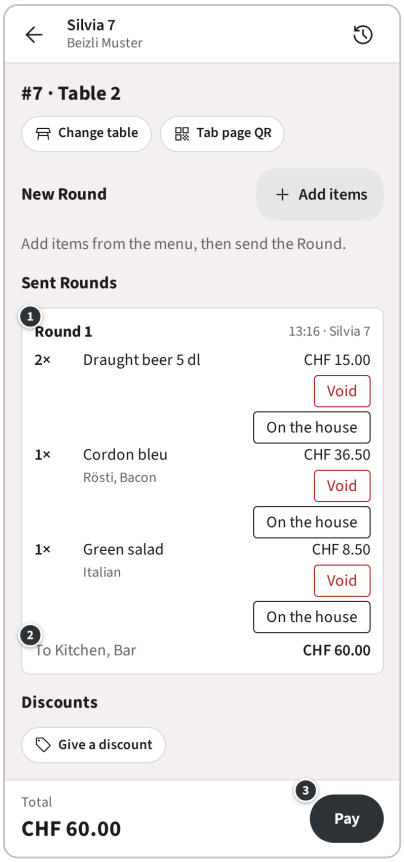
- ② **Note** adds or changes the item's Note.
- ③ is a Note for everything you send now, such as "starters together".
- ④ sends: **[Only with Open tabs]** **Send Round**. The Tickets print at the Küche and the Bar at once. **[Only with Pay-first]** **Pay & send** takes you to the Pay sheet; see Pay-first.

The Draft stays on this phone or browser, for you only, even if you close the app or it updates. Your colleagues do not see it; in the Rooms, the Table shows a pencil badge with the number of items so you find it again.

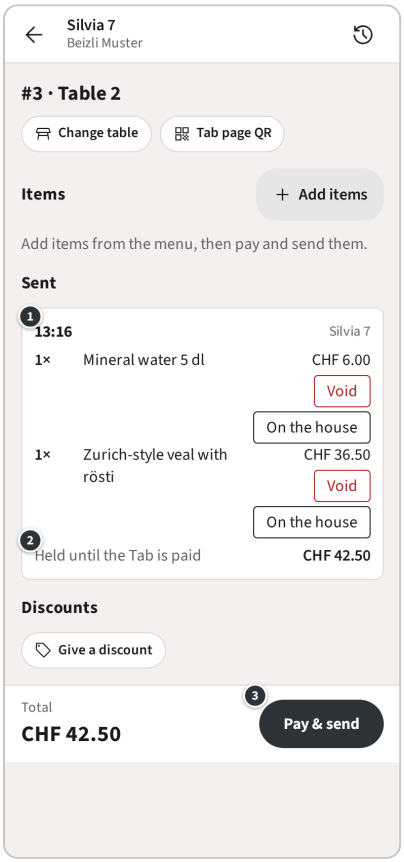
After sending

The Round appears on the Tab ①, with who sent it and when. ② says which Stations got it. The total grows; ③ takes the guest to paying when they leave.

Only with Open tabs



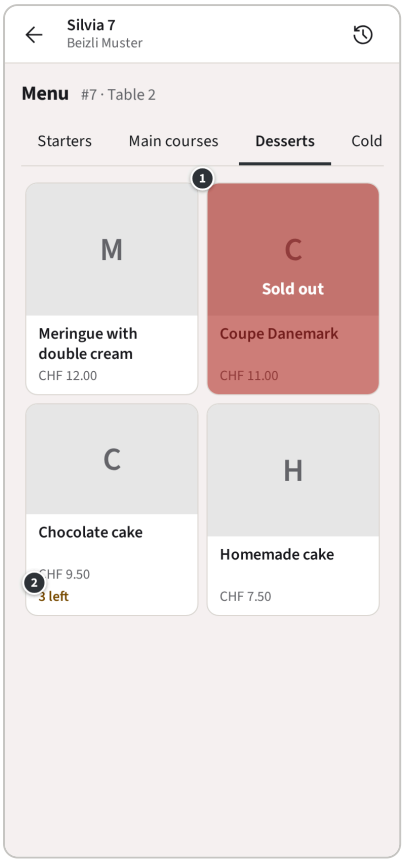
Only with Pay-first



If an item ran out while you were picking, the Draft marks it ***Sold out: remove it to send.***; remove it and send the rest (Sold out).

Sold out

When the kitchen runs out of something, a Manager marks it **Sold out**. The item keeps its place on the menu ①, in red, and cannot be tapped. In Beizli Muster the Coupe Dänemark is gone for today.



> **Only with Stock counters**
>
> Some items are counted. When few are left, the tile shows how many ②: the chocolate cake says **3 left**. When the count reaches zero, the item is sold out by itself. A Void or a correction puts the units back.
>
> A choice in a dialog that has run out is not shown at all.

Tell a Manager when something runs out that the menu still offers; they mark it sold out for everyone at once.

Pay-first

> **Only with Open tabs**
>
> Your venue works with Open tabs: what you send goes to the Stations at once and the guest pays later. This topic is for venues where the guest pays first.

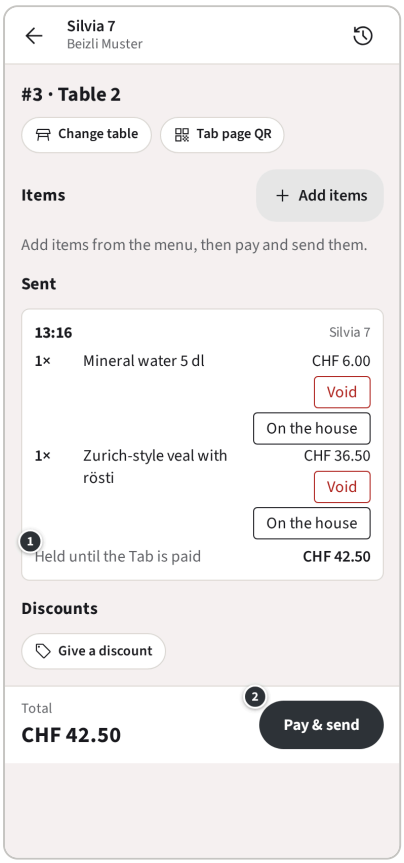
Only with Pay-first

Your venue works **Pay-first**: what you pick goes to the Stations only once the Tab is paid in full. The staff app speaks of **items** rather than Rounds.

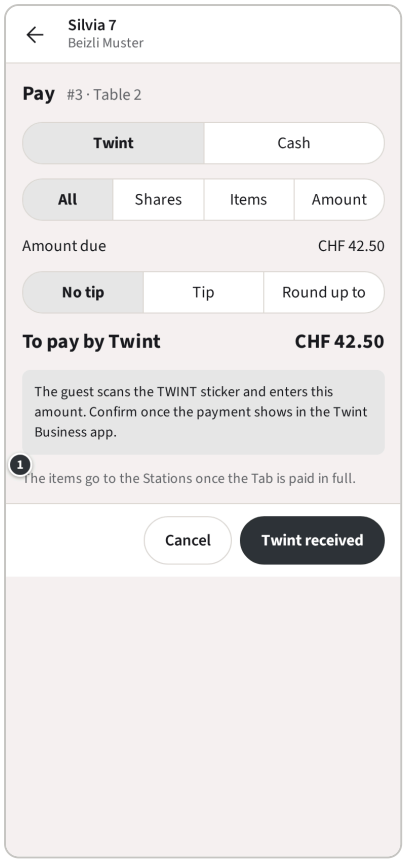
Example: at Table 2 the guests want a mineral water and the Zurich-style veal.

1. Open Table 2 and pick the items as in Taking a Round. The Draft is titled **Items**.
2. Tap **Pay & send**. The items are saved on the Tab and the Pay sheet opens.
3. Take the Payment (Paying). Once the Tab is paid in full, the Tickets print at the Stations.

If the guest does not pay right away, the items wait on the Tab ①: ***Held until the Tab is paid***. ② **Pay & send** takes you back to paying.



The Pay sheet reminds you ①: ***The items go to the Stations once the Tab is paid in full.***



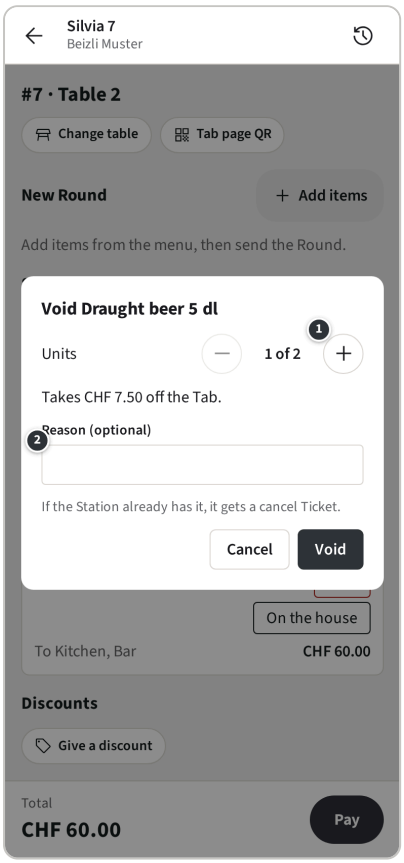
Sent items are titled by their time and Receipt number rather than “Round 1”, and Tickets show the Tab number. A guest who orders more later gets a new set of items, paid the same way.

Voids

A Void takes an item off the Tab before it is paid: the guest changed their mind, or you typed the wrong thing.

Example: Table 2 got two beers, but only one was wanted.

1. On the Tab, tap **Void** next to the beers.
2. Set how many ①: *1 of 2*. The dialog shows what it takes off the Tab.
3. Give a reason if it helps ②, such as “ordered twice”, and tap **Void**.



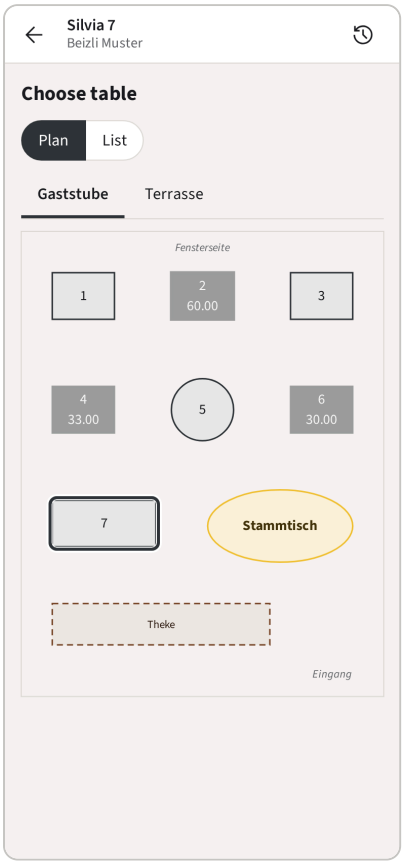
If the Station already has the item, it gets a cancel Ticket, so the bar does not pour it. The Tab shows the Void under **Voided**.

Only what is not paid can be voided. For items that are already paid, see Correcting your own Payment.

Moving a Tab

Example: the guests at Table 2 move to the bigger Table 7.

1. Open the Tab of Table 2 and tap **Change table**.
2. Tap Table 7. Tables that have an open Tab are greyed out and cannot be chosen.

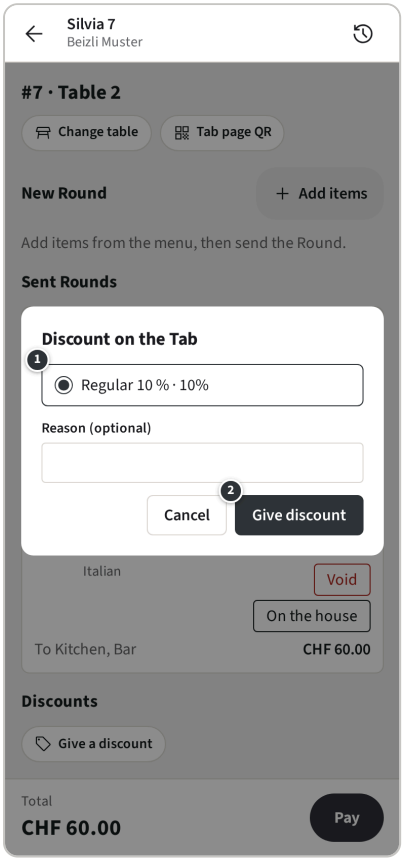


The Tab, with all its Rounds and Payments, is now at Table 7, and Table 2 is free. The Tab shows the move under **Moved**.

A Walk-in stays a Walk-in; it cannot move to a Table.

Discounts

> Only with Discount presets
>
> ## A Discount from a preset
>
> Your venue has prepared Discounts you may give, such as “Regular 10 %”.
>
> 1. On the Tab, tap **Give a discount**.
> 2. Pick the preset ①, add a reason if you like, and tap ② **Give discount**.



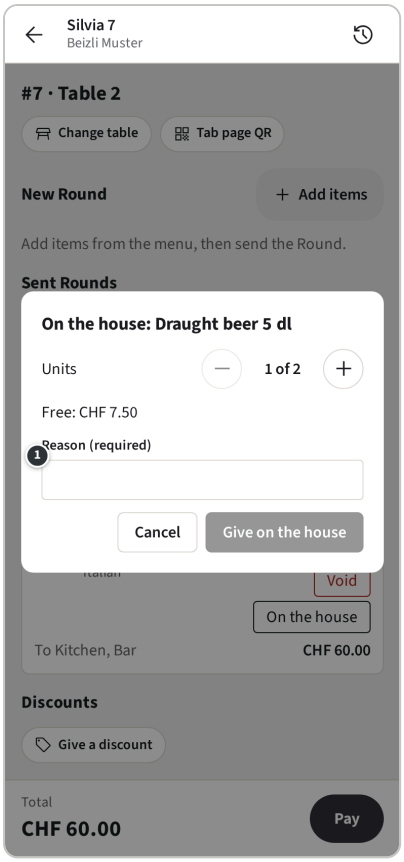
> The Tab shows the Discount and the new total. Other Discounts, and presets meant for Managers, are given by a Manager.

> Only without Discount presets
>
> Discounts on the whole Tab are given by a Manager.

On the house

To give an item for free, such as a beer for a birthday:

1. On the Tab, tap **On the house** next to the item.
2. Set how many, write the reason ① (it is required) and tap **Give on the house**.

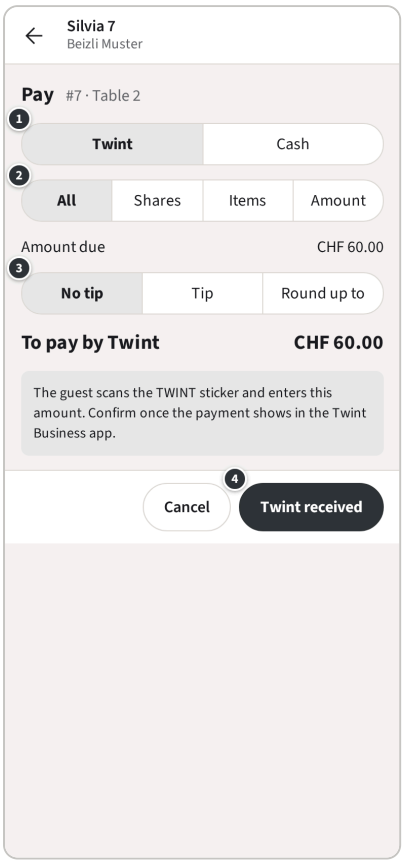


The item stays on the Tab, marked as on the house, and the guest does not pay for it.

Paying

Example: Table 2 pays its CHF 60.00.

On the Tab, tap **Pay**. The Pay sheet shows what is due.



1. Pick how the guest pays ①. The first method offered is chosen already.
2. ② is for paying only part of the Tab; see Splits. For the whole Tab, leave **All**.
3. Enter the Tip ③, if any (below).
4. Take the money as the method says, then tap ④.

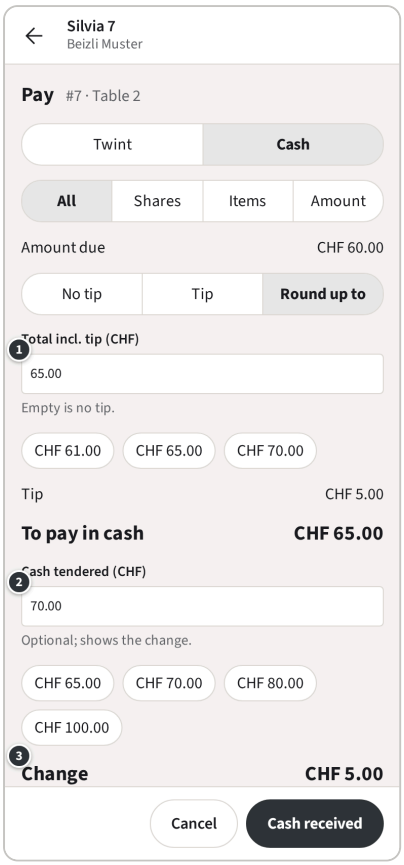
The Tip

- **No tip**: the guest pays what is due.
- **Tip**: enter the Tip, such as 5.
- **Round up to**: enter the total the guest gives, such as 65 for CHF 60.00; the difference is the Tip.

The buttons below the field offer common amounts. The Tip is booked to you and is not part of the venue's revenue.

Only with Cash

Cash



Tap **Cash**. The guest rounds up to 65 ①, so the Tip is CHF 5.00. Under ② enter what the guest hands you, here 70, and the change ③ shows: CHF 5.00. Tap **Cash received**.

Cash is rounded to 5 Rappen; the staff app does it for you and shows the rounding.

Only with Twint

Twint

Tap **Twint**.

- With the venue's TWINT sticker: the guest scans the sticker and types the amount shown. Once the payment appears in the Twint Business app, tap **Twint received**.
- If your venue has its Twint code in Zahli, tap **Show Twint code**: the code fills the screen with the amount above it, brightly lit. Hold the phone out to the guest; once the payment shows in the Twint Business app, tap **Twint received**, or **Cancel** to go back.

Only confirm what you saw arrive: Zahli cannot check a Twint payment by itself.

Only with Card

Card

Card works on the venue's phones, while they are online; a browser never offers it.

1. Tap **Card**, then **Charge card**.

2. When the phone says ***Hold the card or phone to the back of this phone.***, hand it to the guest. They hold their card or phone against the back of yours.
3. The staff app checks with the payment provider and shows the Payment as paid.

If the card is declined, the staff app says so and nothing was charged: try again, or another method. **Cancel payment** stops a payment nobody tapped.

If a phone cannot take cards, it says ***No card payments on this phone*** once after you sign in, and Card is not offered on it: take Twint or Cash, or use another phone.

After paying

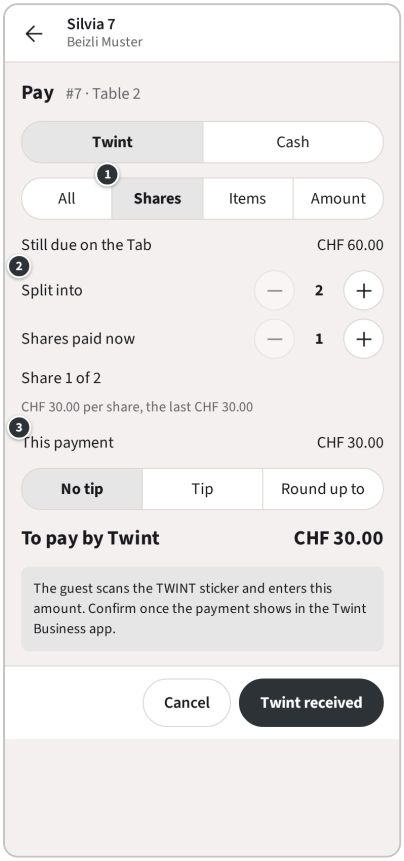
The Pay sheet shows the Payment with its Receipt number. [Only with a receipt Printer] **Print receipt** prints the Receipt for the guest. When the Tab is paid in full it closes by itself; **Done** takes you back. If part is still due, **Next payment** takes the next Payment.

Splits

When the guests pay separately, take one Payment after another on the same Tab. On the Pay sheet, choose how much this Payment covers: **Shares**, **Items** or **Amount**. You can mix them on one Tab.

By shares

Example: the two guests at Table 2 split CHF 60.00 equally.

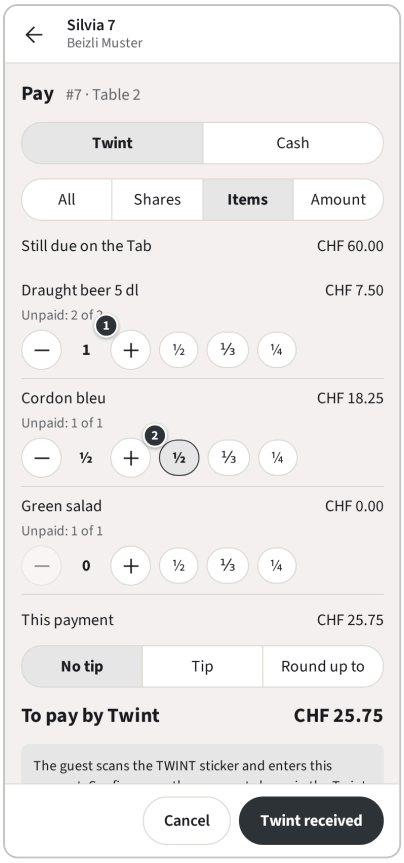


1. Tap ① **Shares**.
2. Under ② set **Split into** to 2 and **Shares paid now** to 1.
3. ③ shows what this Payment is: CHF 30.00. Take it as usual (Paying).
4. Tap **Next payment** for the second guest. The staff app remembers the split.

Shares are rounded to the Rappen; the last share takes what is left.

By items

Each guest pays what they had.



Tap **Items** and pick the items of this guest with ①. To share an item, such as a bottle of wine, tap ½, ⅓ or ¼ ② next to it. Lines already paid show what is left.

By amount

Tap **Amount** and enter what the guest pays, such as 25. The rest stays open on the Tab.

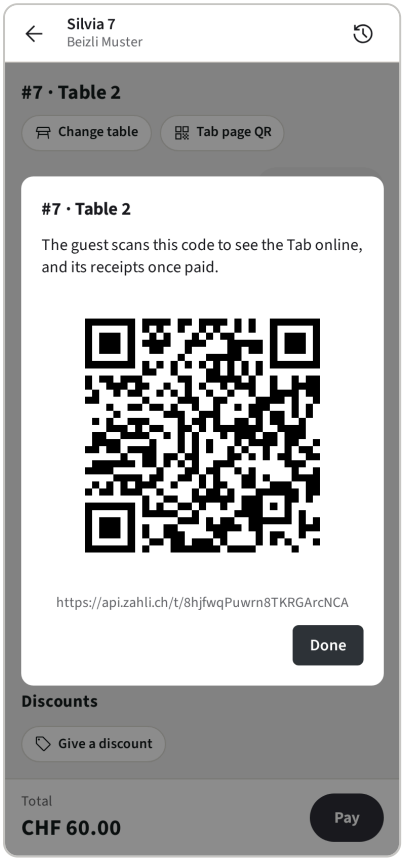
Each Payment can have its own method and Tip. The Tab closes when the last one is taken.

Receipt and Tab page QR

The Tab page

Every Tab has its own web page, the **Tab page**: what was ordered, and once paid, the Receipts. The guest opens it with a QR code; nothing about them is asked or kept.

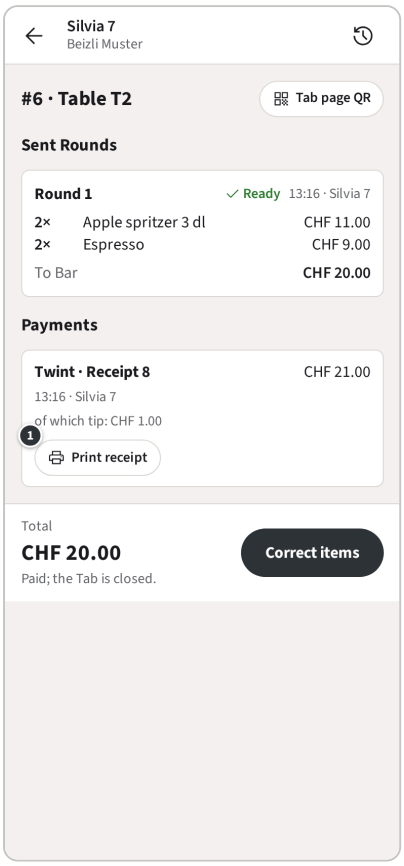
1. On the Tab, tap **Tab page QR**.
2. Let the guest scan the code with their phone's camera.



> **Only with Guest slips**
>
> Some guests get the code on paper: the Guest slip printed with their Round carries it, with the Pickup number for a Walk-in.

A printed Receipt

> **Only with a receipt Printer**
>
> Receipts print only when you ask for one.
>
> - Right after paying, tap **Print receipt** on the Pay sheet.
> - Later, open the Tab, for example from the History, and tap ① **Print receipt** on the Payment.



> The Receipt prints at the venue's receipt printer. A Tab paid with several Payments has a Receipt for each.

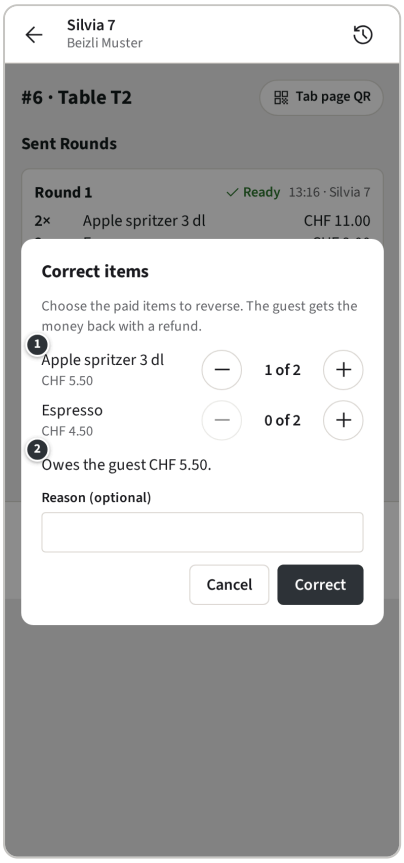
> **Only without a receipt Printer**
>
> Your venue prints no Receipts; the guest finds them on the Tab page.

Correcting your own Payment

Once a Tab is paid, its items can no longer be voided. If something was wrong, you correct the items and give the money back. You can do this for Payments you took yourself, on the same business day; anything else a Manager does.

Example: Table T2 on the Terrasse paid CHF 21.00 by Twint, but one apple spritzer never came.

1. Open the Tab, for example from the History, and tap **Correct items**.
2. Pick the items to take back ①: one apple spritzer. ② shows what the guest gets back: CHF 5.50.
3. Add a reason if it helps and tap **Correct**.



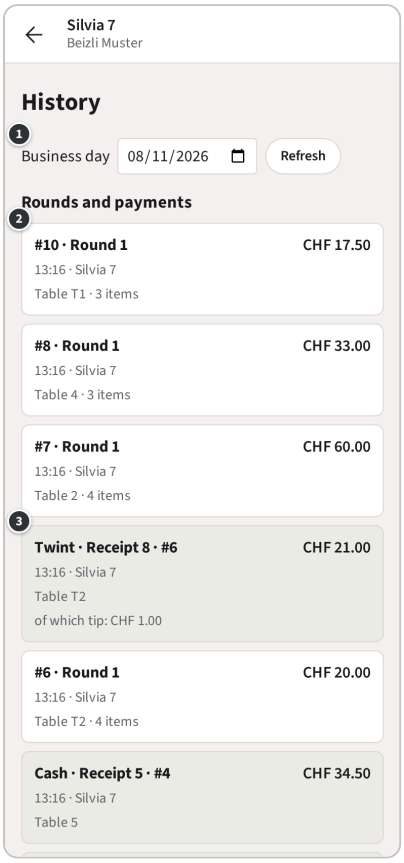
The refund opens by itself on your Payment, with the amount filled in. Then:

- For Cash, hand the money back and tap **Refund**.
- For Twint, send the refund in the Twint Business app first, then tap **Refund**.
- For Card, tap **Refund**: the money goes back to the card.

The Tab shows the correction and the refund, each with its own Receipt number. If your Payment cannot cover it, the staff app tells you to ask a Manager.

History

The History lists your Rounds and Payments of a business day, the latest first, and every Tab closed that day. Open it with the clock icon at the top right of the staff app.



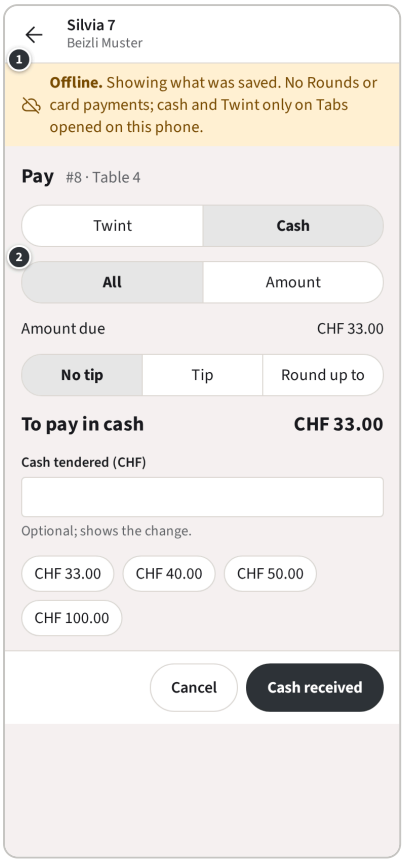
- ① picks another day; **Back to today** comes back.
- A Round ② reads *#7 · Round 1*: the Tab number, then the Round, with its place and number of items.
- A Payment ③ reads *Twint · Receipt 8 · #6*, with the Tip and any refund.
- Below, **Closed Tabs** lists the day's closed Tabs by Table, the Walk-ins last.

Tap an entry to open its Tab. A Payment opens with that Payment highlighted, where you print its Receipt or correct it.

Example: a guest of Table T2 comes back for a Receipt. Silvia opens the History, taps *Twint · Receipt 8 · #6* and prints the Receipt from the Tab.

Working offline

When the phone loses its connection, the staff app shows **Offline.** at the top ① and keeps showing the Rooms, the menu and the open Tabs as they were last loaded.



While offline:

- **No Rounds**: nothing can be sent to the Stations. Keep the items in the Draft and send them when the connection is back.
- **No Card**, no printing, no Voids or Discounts.
- **Cash and Twint** still work, for the whole amount or an amount ②, on Tabs opened on this phone that no other phone changed. Silvia opened Table 4 on her phone, so she can take its cash.

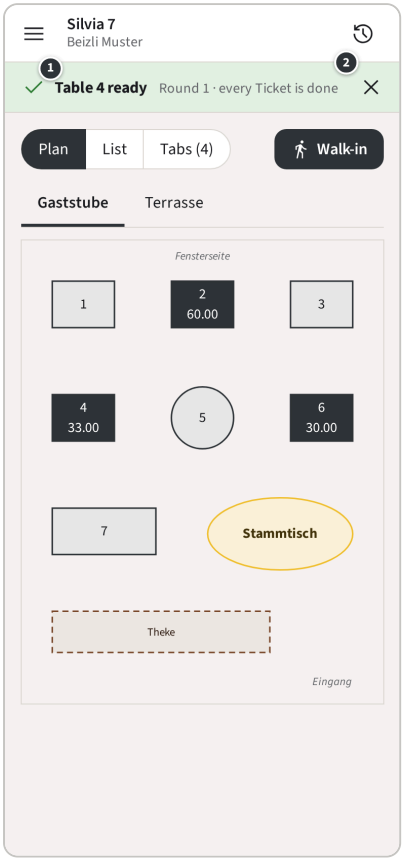
A Payment taken offline shows as ***Pending sync***. Once the phone is online again and you are signed in, it is booked by itself. Until then it cannot be refunded or printed. Stay signed in until it is synced.

If the Tab changed elsewhere in the meantime, the Payment is not booked and the Tab shows ***Needs attention***: a Manager sorts it out.

In a browser there is no working offline: the banner says nothing can be saved until the connection is back.

Round done

> **Only with a kitchen terminal**
>
> Your kitchen marks each Ticket done on its kitchen screen. Once every Ticket of a Round you sent is done, a banner tells you, on whatever screen you are.



- ① names the place, such as *Table 4 ready*, or the Pickup number of a Walk-in. Tap it to open the Tab and serve.
- ② dismisses the banner.

Only the Staff member who sent the Round gets the banner. On the Tab, the Round shows **Ready**.

> **Only without a kitchen terminal**
>
> Your kitchen works from printed Tickets, so the staff app does not know when a Round is done; the kitchen tells you as usual.