



Toast Order & Pay

Staff Training Guide

Successful restaurants have found that clearly introducing Toast Order & Pay to guests is the key for getting them to use it. You should introduce it to guests right away when they sit down and explain how to load the menu on their phone by scanning the QR code.

You won't have to check in on these tables as often, but you should still check in on them! It may be easy to forget these tables, but your interaction is still key to making the guests want to come back. As Ryan Rose from Zocalo put it, "Before Order & Pay we had a Floor Captain and Servers. The Captain created a sense of hospitality, while the servers took the orders. With this, we now have a room full for Floor Captains."

Restaurants have found that the majority of guests will order through their phone if you introduce it as the standard way to order. Having this many guests order on their phone allows you to cover more tables, turn them faster, and receive greater tips. So far the average tip placed through Toast Order & Pay is about 21%.

Steps of Service

As soon as they walk into the restaurant, say hello! Instead of grabbing a handful of menus, all you need to do is walk them over to their table and show them how to scan the QR code on their table card. Once guests have the menu loaded on their phone, they'll be ordering their own food and drinks in no time.

Let's break it down into steps:

1. When a guest enters the restaurant, greet them and seat them at a table.
2. Show them how to scan the QR code with their phone camera or have them enter OrderwithToast.com to access a virtual QR code scanner.
3. Let them know they can proceed to place their order and payment through the website and if they don't feel comfortable, they can place their order with you.
4. Continue to check in on your guests to answer questions, clear empty plates, provide food recommendations or talk with them as you normally would - it's that easy!

Communicating the Change to Guests:

Not sure where to start? We've got you covered. Check out the following suggestion for communicating this change to guests:

"For the safety of guests and staff here at [Your_Restaurant_Name], we have transitioned to contactless ordering. This means in place of a physical menu, you are able to access the menu on your phone, place your order and pay without leaving the table. I'll show you how: Just open the camera app on your iPhone or Android device and scan the unique QR code at your table. Then, select the link that appears at the top of your screen. From here, you can choose the items you want and enter your payment information to complete your order. If you have any questions along the way, please let me know—I'm here to help!"



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Frequently Asked Questions:

Q: What if guests have already placed an order through Order & Pay and want to place an additional order through me?

A: When guests place orders through Order & Pay, they have already been paid for so they are unable to “dine and dash.” If they choose to place another order through you, you will be to bring them a separate check for that item.

Q: Can guests order alcohol through Order & Pay?

A: Yes, guests can order alcohol through Order & Pay. You'll need to ID the guest upon delivering the drink to the table.

Q: If a guest asks for a refund, what do I do?

A: You'll refund the a guest normally through the POS. If you want to refund them for a single item, select *Previous Checks* and find the check in the *Closed Checks* tab. Then, select *Update* and work with your manager to void the item and adjust the check total.

Q: Does Order & Pay allow guests to tip?

A: Yes, the average tip submitted across all restaurants is just above 20%.