Getting started with Table Ordering

How does it work?

Guests scan
QR code

Guests start a single
order or start a tab

Guests add menu
items to cart & pay

Guests wait for their
food and drink
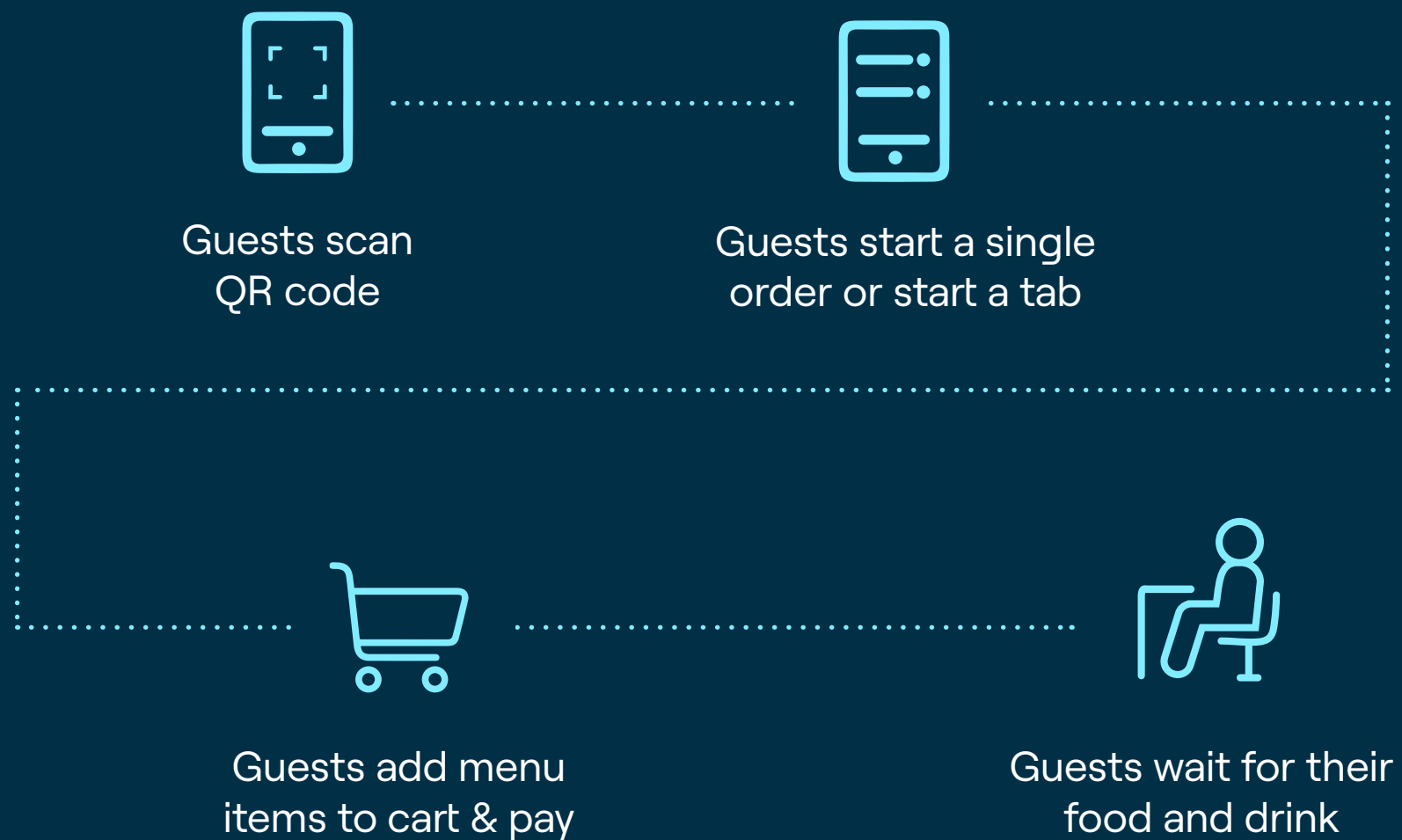
Why table ordering?

✓ A simple and effective additional channel: guests scan the QR code at their table, view our menu (no app required), and then order and pay in their own time.

✓ Designed to work with you: Removes the need for you to take orders, enter them into the POS system, and take payments. More time to focus on the guest experience and to engage with your customers on a more personal level.

✓ Gives guests choice and control: Guests benefit from being able to enjoy their experience, all without having to wait for service. However, they can still order through their server if they prefer.

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The benefits

To see the true benefits of Table Ordering, it's important to empower guests to use it.

Customer success: Winner Winner	
✓ **Improved customer experience**	✓ **Increased customer satisfaction**

Table ordering accounts for	Average transaction value	Turnover	Customers are
58%	**20%**	**20%**	**5X**
of all orders	increase after implementation	customers order faster and turn tables faster	more likely to order more

Getting your guests onboard

- Seat your guests and let them know they can order through the QR code at the table – no app download required.
- Walk your guests through how to order using the QR code.
- Let guests know they can order and pay multiple times or choose to start a tab.
- Discuss the menu, answer any questions they may have, and find ways to upsell perfect menu pairings.
- Let them know you're here to help, but by ordering through the QR code they have complete control over their experience.

FAQ and troubleshooting

If you require technical assistance for Table Ordering, head to the MOBI Help Centre at **support.mobi2go.com**.
Find answers on topics such as:

Stock management 🔍   Update store hours 🔍   Update menu 🔍   Support contact 🔍

If you're having issues with Table Ordering and haven't been able to resolve them using our support pages, please contact MOBI directly at **support@mobihq.com**.

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