

Go with the Flow: Simplifying Table Service with Phoenix™ POS

Table Service Success

Whether you have one store or 100, successful dining room and server management requires efficiency, foresight, and the right information. The Phoenix™ Point-of-Sale table service module simplifies these tasks, allowing you to focus on the more strategic facets of your operation.

Visual Dining Room Management

Set up multiple dining rooms, bar areas, party rooms and banquet rooms, and activate these rooms by time or day. The graphical dining room configuration tool is simple to use and empowers you to make changes to the dining room layout at any time.



Arrange your dining rooms and bar areas with a few clicks of the mouse. A color-coded table management system gives you key info at a glance.

A color-coded table management system tells you which tables are available, and which server owns which table. Reserving tables is also easy. For that extra touch, Phoenix has a restroom service alert that can be designed to show up on the Manager's Home page.

Managing the Ordering Process

Phoenix POS is famous for its "take-it-like-you-say-it" ordering feature. Servers enter in the number of people at their table, and Phoenix leads them through the ordering process with modifiers (such as salad dressing) and other features that keep orders accurate. "Combo" deals, daily specials, happy hour pricing, and other automated offers are simple to manage and use. Graphical screens make ordering easy, and features such as "age verification" for restricted items keep you secure. Use minimum per person order requirements to ensure all drinks are rung up.

“Our servers love how visual Phoenix is. They can recall their orders by simply clicking on the table on the screen. It’s a great convenience—especially when we’re busy.”

— Adam Galea, Manager, G’s Pizzeria & Deli, Traverse City, Mich.

Custom Tickets for Custom Service

Split tickets. Combine tickets. Transfer tickets. Move the bar tab to the dining room when your diners do. Manage tickets by seat or by course, time orders with our hold & fire features, and use customizable “by seat” ticket printing and pay options for maximum flexibility. Recall tickets by simply touching the table on the screen. Your servers (and patrons) will appreciate the ease and flexibility Phoenix offers.

You or your managers can customize the way a ticket looks by the printer or order type. You control the settings and the format so you can print tickets one way for the dining room and another for your carry-out or delivery clients.

Server Management

Phoenix has all the server management features you need to manage a complex operation. Phoenix’s server settle process ensures a complete accounting of all transactions, including tips earned. You and your staff can do drops, assign banks, track open tickets, settle tickets, and track tips with ease. With integrated high-speed credit card processing, settling tickets is fast from any terminal, eliminating bottlenecks at the credit card machine.

Complete reporting makes it easy to close each server’s shift accurately at the end of the night. Suggested tip reporting at clock off calculates a recommended tip total for each server to declare based on their reported credit card tips, as well as minimum tip percentage according to your restaurant’s policies.

Reading the Reports

At the end of the day, you want to know who’s performed—and who hasn’t. Phoenix’s extensive reports allow you to analyze your business, with access to any data anytime, from anywhere. For instance, the Server Item Sales Report lists who sold how much of a particular item. Use this information to motivate your servers through contests. The Server Performance Report provides information on sales tips, order totals, and average orders. It’s a valuable overall picture of how your servers are doing—on all levels.

Managing the table service process is just one way Phoenix simplifies your operation and keeps cost down. Our complete inventory, multi-store management, marketing, and delivery functionality combine to give you the one system you need to deliver business success.



Track the tips your servers earn. Phoenix tells you the recommended tip amount based on reported credit card tips and minimum tip percentage.

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