

Role Guide: Floor and Event Staff

This page is for waiters, floor staff and event entrance staff: orders, table calls and event QR scanning.

1. What this role sees

- If your department has **Orders, calls, floor** ticked: **Orders, Calls, Floor**.
 - If **Event QR scanning** is ticked and there is an active event: **Event**.
 - Always: **Profile**.
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2. Pick your tables at the start of the shift

1. On **Orders**, open **My tables**.
2. On each table you serve, tap **I am serving this table**.
3. New orders from these tables now notify only you. At the end of the shift tap **Release**.

👁️ Demo mode: viewing only, changes are not saved.

+ New Order (From Table)

▶ 📊 My tables

Table 3

New order

102670 min

Useroam Signature Burger x1

Patates Kızartması x1

Taze Sıkım Portakal Suyu x2

📝 Soğansız olsun lütfen

Total ₺560

🔥 Preparing

Cancel

Table 7

Preparing

102682 min

Serpme Kahvaltı x2

Türk Kahvesi x2

Total ₺941

✓ Delivered

Cancel

3. Order flow

1. When a new order arrives the phone alerts you; the card shows **New order**.
 2. Pass it to the kitchen and tap  **Preparing**.
 3. When you take it to the table, tap **Delivered**.
 4. If a guest orders verbally, use **New Order (From Table)**, choose the table and items, and tap **Create Order**.
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4. Table calls

1. On **Calls**, see **Calling waiter** or bill requests.
2. Go to the table and tap **I'm here**.

👁️ **Demo mode: viewing only, changes are not saved.**

Table 3

Calling waiter · 2026-07-16
16:57:51

I'm here

Table 7

Wants the bill · Card · 2026-07-16
17:02:51

I'm here

Table 12

Calling waiter · 2026-07-16
16:43:51

I'm here

Table 1

Calling waiter · 2026-08-04
14:17:26

I'm here

Table 1

Wants the bill · Cash · 2026-08-04
14:17:33

I'm here

5. Event entrance

1. On **Event**, choose the **Scanning point**.
2. Tap **Scan QR** and scan the guest's QR code.
3. If it will not scan use **Enter code manually**; if the guest cannot find the code use **Resend link to guest**.

 **Demo mode: viewing only, changes are not saved.**

Useroam Wifi

Scan the QR code on the guest's phone.

SCANNING POINT

Housekeeping



The scan is recorded to this point. If the wrong point is selected, the guest's entitlement is used up here.



Scan QR

4

Guests scanned

6

Invites sent

12

Total scans



Enter code manually



Resend link to guest



If the guest cannot find the QR code, resend it to their number.

5xxxxxxxxx

Send

6. FAQ

I do not get orders from another waiter's table. Correct; that table shows **Served by {ad}**. If you need it, that person must tap **Release**.

A call has no table number. The guest may have scanned the general menu QR instead of a table QR; your manager creates table QR codes in the panel.

"This guest has already used their entitlement in this department". The guest's allowance at this point is used up; do not scan again.

There is no Orders tab. Your department does not have **Orders, calls, floor** ticked, or the digital menu is off; tell your manager.

“ Related pages: [Useroam Go](#) → [Orders](#), [Calls](#), [Floor](#), [Event](#).

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