

Role Guide: Restaurant Manager

This page is for the person running the restaurant team: handing out jobs, following up late work and managing daily tasks.

1. What this role sees

- All tabs: **Requests, Points, Tasks, Orders, Calls, Floor, Event** (with an active event), **Summary, Profile**.
 - All points, including those without an owner.
 - Extra buttons: **Assign, Nudge, + Add task, Edit**; extra chips: **Unassigned, Overdue**.
-

2. Morning check

1. Look at the strip at the top of **Points**: **All good, Open work** or **Urgent: point out of order or failed measurement**.
2. Tap red and orange tiles to see open jobs.
3. On **Requests**, tap the **Unassigned** chip.

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

Urgent: point out of order or failed measurement

1 out of order · 1 dirty · tasks 0/53

Tap a card to open its menu and pick a status: Clean, Dirty or Faulty.

Rooms

Areas

Bar

In progress ·
Ayşe Yılmaz

Bulaşikhane
Clean

Çamaşırhane
Clean · 0/2

Depo

**Kuru Gıda
Deposu**
Clean

Soğuk Depo
Clean

**Giriş ve
Bekleme**
Clean

Havuz

Açık Havuz
Clean · 0/10

**Havuz
Makine**

**Kat
Koridorları**

3. Handing out jobs

1. On an unassigned request tap **Assign**.
2. Pick someone from **Assign to whom?** (starred people belong to the request's department).
3. They are notified. If you took the job from someone else, that person gets **Job moved to someone else**.

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

+ New Request

All

Assigned to me

Pending

Unass

Ocak ve Fırın

Pending

17 h 7 min

Arıza bildir / Report an issue

Fırın ısınmıyor, havalandırma çalışmıyor

📢 Opened by: Demo Personel

👤 Assigned: Mehmet Kaya

✉️ Mutlu Havalandırma · company notified

Take

📷
Close
with
photo

👤+ Assign

🔔 Nudge

Bar

In progress

17 h 13 min

Temizlik / Cleaning

Tezgahta dökülen içecek var

📢 Opened by: Demo Personel

👤 Ayşe Yılmaz

→ Temizlik team

4. Following up late work

1. Tap the **Overdue** chip.
 2. Tap **Nudge** on the card; the job holder gets a reminder. One nudge per job every 5 minutes.
 3. Restaurant requests past their SLA also reach you by notification and SMS, and a warning strip appears on Requests.
 4. If a daily task is still not done 30 minutes after its time, you get **Task overdue** (the assignee too, if the task is assigned to one person).
 5. When a job is closed from the panel or the app, or an order is delivered, you get **Job completed**; not if you closed it yourself.
 6. If your email address is filled in and **Email notifications** is on in the panel's **Staff** screen, assignment, overdue and job done notifications also arrive by email ([Staff](#)).
 7. If needed, chat with staff using the speech bubble on the card.
-

5. Managing daily tasks

1. On **Tasks** tap + **Add task**.
2. Choose the task name, place, who does it and the hours; add **Photo required** and measurement limits if needed.
3. Tap **Save**.
4. Change or delete an existing task with **Edit**. Use **Nudge** on overdue tasks.

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

+Add task

📋 **0/53 · %0 · 26 overdue**

OPENING

📋 **Add task**

1. Task name

e.g. Restroom check

2. Where? (optional)

— No specific place —



3. Who does it?

Everyone



4. At which hours? (tap to select)

00

01

02

03

04

05

06

07

08

09

10

11

When staff finish a task you get **Task completed**. Tap a finished task's badge to see the photo and notes, and leave a note with **Add note**.

6. End of day

1. On **Summary**, see open and completed jobs, average resolution time and per-person performance.
2. Hand over jobs still open with **Assign** to the person on shift.

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

TODAY

0

Open request

0

Completed

—

Avg. resolution

£0

Upsell

ROOM STATUS (HOUSEKEEPING)

26

Clean

1

Dirty

1

Faulty

STAFF PERFORMANCE · TODAY

No completed tasks today yet.

7. FAQ

A staff member sees no points. The points may have no owner; points without an owner are visible only to managers. Set owners on the panel's **Operations** screen.

Staff cannot see the tabs. Check that **Requests, spots, tasks** is ticked for their department (panel, **Staff**).

Nudge does not work. If nobody holds the job, use **Assign** first; a second nudge within 5 minutes is refused.

What is the envelope badge on a card? The request was reported to a support company automatically (**company notified**) or is awaiting approval.

“ **Related pages: Useroam Go → Manager Tools and Tasks, Summary; Operations, Automation.**

Revizyon #4

tugay tarafından 25 Eylül 2026 20:39:35 oluşturuldu

tugay tarafından 26 Eylül 2026 12:25:12 güncellendi