Selling Prompts

When you select this option from the Occasional Menu, the screen shown below will appear.

This section of the program enables you to set up on screen prompts for the server, both at the beginning of every order and at the end of orders depending on the food that the customer has ordered.

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If you enter a prompt for the server in the **Pre-order Prompt** field, a message like the one shown below will appear on screen at the beginning of every order, immediately before the Order screen appears.

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Touch **OK** on this message and inTouch will continue on to the Order screen.

You can return to the **Pre-order Prompt** field and amend or remove the message at any time.

If you want to add on-screen prompts to remind the server to ask a customer if they would like extra items at the end of their order, touch one of the blank **Post-order Prompt** buttons.

The screen will change to show the first page of your menu but with two differences. Every menu button is shown with a white background and there is a **Selling Prompt** field on the right hand side of the screen.

Type the message that you would like to appear on screen as a prompt to the server, for example “Would you like a drink with your order?”, in the **Selling Prompt** field.

If the program were to ask this question at the end of every order, even when the customer had ordered a drink, it would be annoying to the customer and to the server, so you must now select the food items that, when ordered, will prevent this message from appearing.

Using the same example, touch the “Drinks & Desserts” course button and then touch the button of every drink on that screen. The program will change the colour of the buttons that you touch from white to red.

When you have selected all the drinks, touch **Finished** and the program will return to the Selling Prompts screen where you will see that the prompt that you have just created is now displayed on a button.

Repeat the process if you want to set up more selling prompts for other food items. Touch **Finished** to return to the Occasional Menu.

When you touch **Next >>>** at the end of an order where the customer has not ordered one of the items that you have selected for selling prompts, a message like the one shown below will appear. If you have set up more than one prompt, for example for drinks and garlic bread, and the customer orders a drink but not any garlic bread, only the prompt for garlic bread will appear.

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If you touch **Yes**, the program will take you back to the Order screen where you can add to the order.

If you touch **No**, the program will continue on to the payments section.

You can return to the **Post-order Prompt** section at anytime to amend or remove the message, or to add new items to an existing prompt if your menu changes.

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