

— STANDARD OPERATING PROCEDURE

# The Digital Cafeteria *Playbook.*

The ideal end-to-end operational flow for any cafeteria running on MealPe  
— from the moment a customer scans, to the moment their meal is served.

★ MISSION

Eliminate crowding at billing & pickup counters. The counter is for pickup only — never for browsing, ordering, or paying.

## SECTION 01

# The Goal.

Before any flow, every team member must understand **what we are optimising for**. This is the north star that every decision below maps back to.

**"A customer should arrive at the billing counter for **one reason only** — to pick up an order they've already placed and paid for on their phone."**

**× OLD WAY**

## The Traditional Cafeteria

- × Long queues at the billing counter during peak hours
- × Customers ask "what's available?" at the counter
- × Staff repeat the menu verbally, dozens of times a day
- × Cashier juggles billing, ordering & questions at once
- × Pickup counter is crowded with people waiting around
- × No visibility into order status — customers hover & ask

**✓ MEALPE WAY**

## The Digital Cafeteria

- ✓ Customers browse, order & pay from their seat or anywhere
- ✓ Live menu & availability visible in the app at all times
- ✓ Kitchen receives orders instantly via printed KOT
- ✓ Customers get a notification the moment food is ready
- ✓ Counter visit is a 30-second pickup, not a 5-minute wait
- ✓ Staff focus on prep & service, not order-taking

SECTION 02

# Pre-Opening Setup.

Every digital cafeteria starts the day with the **same five-step setup**. Done correctly, the system runs itself for the rest of the shift. The supervisor or cashier owns this checklist.

- 1

**Update Menu Availability**

Open MealPe vendor dashboard. Toggle **every item** to its correct availability status — items not being served today must be marked **unavailable**.

OWNER · SUPERVISOR
- 2

**Set Opening Inventory**

For all **countable items** (samosa, kachori, sandwiches, etc.), enter the opening stock count for the day. The app auto-stops orders when stock hits zero.

DAILY · BEFORE OPENING
- 3

**Verify QR Code Placement**

Walk the floor. Every table, entrance & counter must have a visible, undamaged QR code. Each QR **deep-links directly to your outlet** in the MealPe app.

VISUAL CHECK
- 4

**Test KOT Printer**

Print a test KOT from the dashboard. Verify the kitchen printer is connected, has paper, and prints clearly. **No KOT = no order.**

CRITICAL CHECK
- 5

**Brief Kitchen & Counter Staff**

Quick standup: today's specials, any items running low, who's on KOT pickup vs takeaway counter. Confirm everyone knows the **flow direction**.

5-MIN STANDUP
- 6

**Set Cafeteria to OPEN**

In the dashboard, flip the outlet status to **OPEN**. The app immediately starts accepting orders. Customers can now scan & order.

GO LIVE

★ THE RESULT

**A 10-minute pre-shift routine that powers the entire day's operations.**

6

STEPS

10m

TOTAL TIME

MEALPE SOP · THE DIGITAL CAFETERIA PLAYBOOK

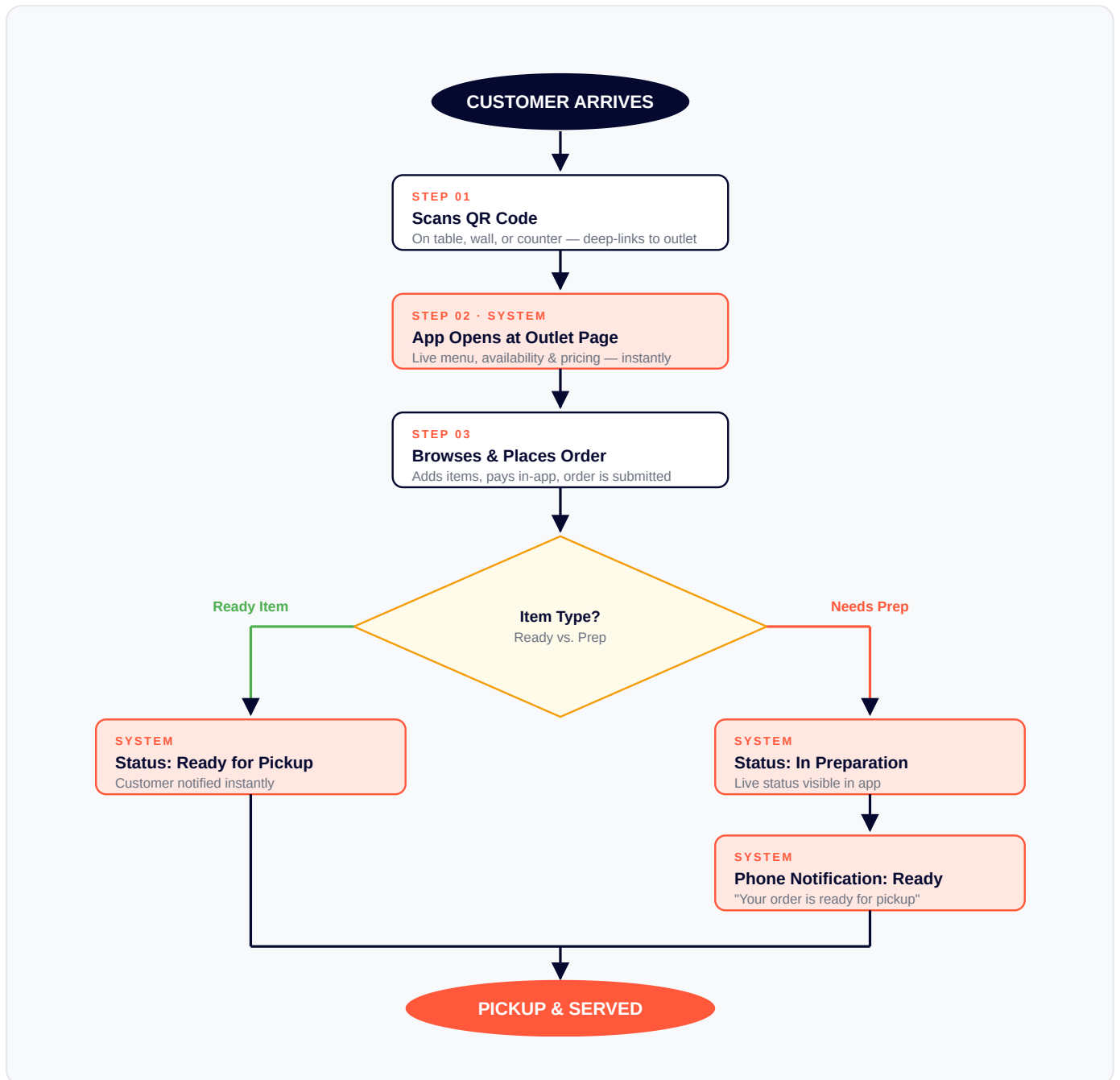
03

SECTION 03

# The Customer Journey.

The complete path a customer takes — from arriving hungry, to walking away with their meal. Every step happens on their phone, except the final 30-second pickup.

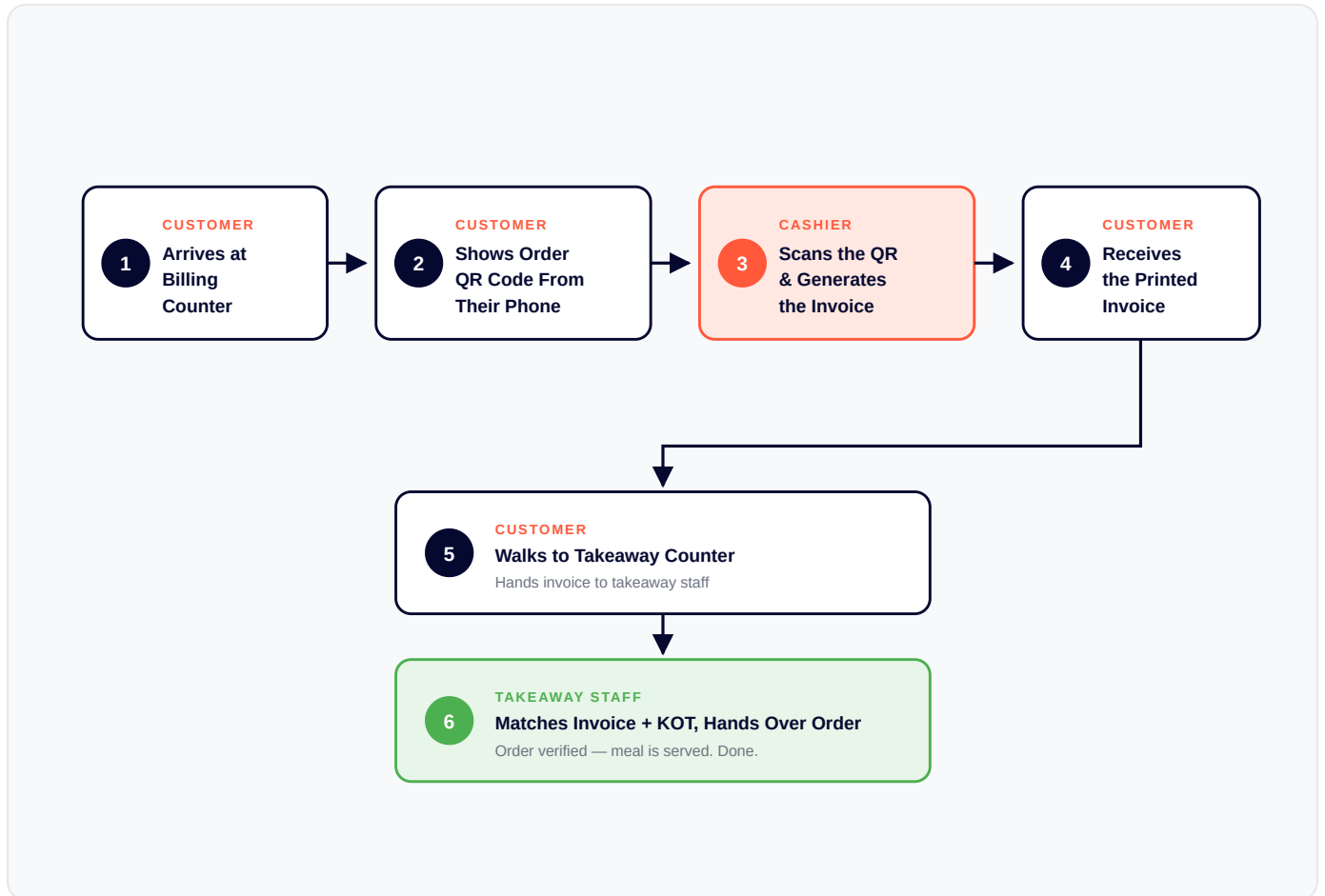
● Start / End  
 □ Customer Action  
 □ System / App Event  
 ◇ Decision Point



SECTION 04

# The Pickup Sequence.

Once the order is ready, the customer makes a single trip to the counter. This is the **only time** the customer interacts with cafeteria staff. Total target time: **under 60 seconds**.



★ CUSTOMER TIME AT COUNTER

**Under 60 seconds, end-to-end.**  
**No queue. No questions. No friction.**

**6** STEPS      **<60s** AT COUNTER

SECTION 05

# The Kitchen Flow.

Behind the scenes, the kitchen runs on a parallel rhythm — driven entirely by **the printed KOT**. The KOT is the kitchen's only source of truth.

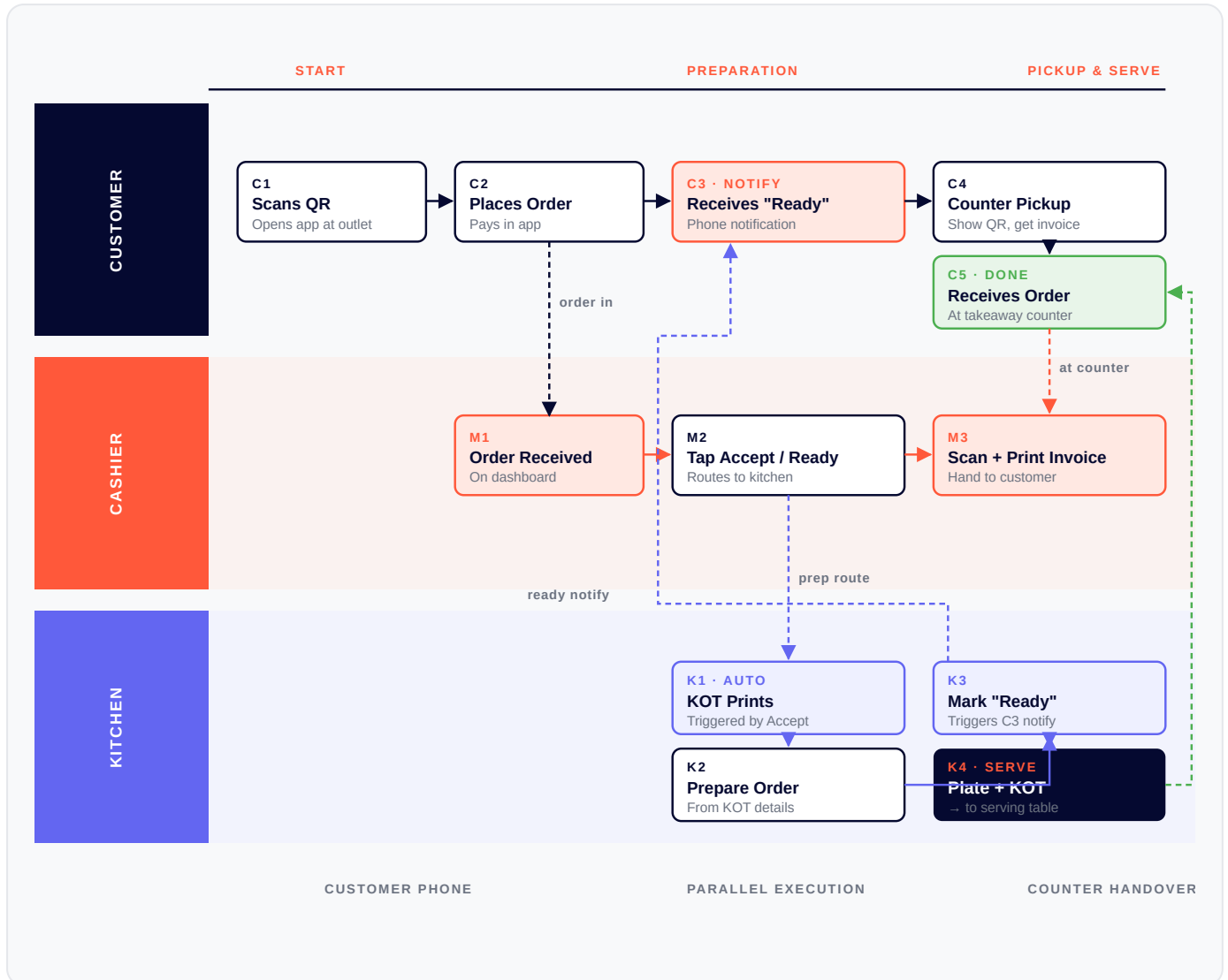


**Critical rule:** The KOT must travel **with the plate** to the serving table. The takeaway staff uses the KOT to verify the customer's invoice — without it, orders cannot be matched to customers.

## SECTION 06

# End-to-End Sync.

Both flows happen **in parallel**. The customer is on their phone while the kitchen is on the KOT. They only meet at the counter — for the final 30-second handover.



The dotted lines show **handoffs between roles**. Notice that the customer never enters the cashier or kitchen lane until the very end — **the counter is purely a pickup zone**.

## SECTION 07

# Roles & Responsibilities.

A quick reference card for every team member. If everyone owns their lane, the whole flow works without supervision.



## Supervisor

PRE-OPEN · SETUP · OVERSIGHT

- Run the 6-step pre-opening checklist daily
- Update menu availability & opening inventory
- Verify all QR codes are visible & working
- Brief team on specials, low stock & assignments
- Flip outlet to OPEN in dashboard
- Monitor live order dashboard for delays



## Cashier

ORDER ACCEPTANCE · INVOICING

- Accept incoming orders on the dashboard
- Use "Accept & Ready" for ready items
- Use "Accept" for items needing prep
- Scan customer QR codes at pickup
- Generate & hand over the invoice
- Direct customers to the takeaway counter



## Kitchen Staff

PREPARATION · KOT-DRIVEN

- Prepare orders strictly from the printed KOT
- Mark order as "Ready" once preparation is done
- Place plate + KOT on serving table together
- Never serve without the KOT attached
- Flag stockouts to supervisor immediately



## Takeaway Staff

FINAL VERIFICATION · HANDOVER

- Receive invoice from customer
- Match invoice items against the KOT on plate
- Verify order number matches before handover
- Hand over the prepared order to the customer
- Discard the KOT once order is served

## ★ THE WHOLE POINT

Four roles. One flow. Zero crowding.  
Every customer served in under a minute at the counter.

**4**  
ROLES**0**  
QUEUES