

Kinxso RestaurantOS

Orders, kitchen, tables and food cost for restaurants and cafes.

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1. Getting started

Set up in this order

1. **Restaurant details** - name, address, tax registration, receipt wording.
2. **Users** - your team, each with a role and a PIN.
3. **Tables** - your floor plan, so orders can be seated.
4. **Menu** - categories first, then items with prices.
5. **Stock items** - the ingredients you buy.
6. **Recipes** - what each dish is made of.

You can trade after step 4. Steps 5 and 6 are what turn the system from a till into something that tells you whether you are making money on each dish - do them as soon as service allows.

Users and PINs

Floor and kitchen staff sign in with a PIN. Give everyone their own: a shared PIN means you cannot tell who took an order, who voided it, or whose till was short.

Branches

Branches keeps multiple outlets apart - each with its own menu pricing, stock and takings, with reporting across all of them when you want the group picture.

The customer-facing screens

Two screens are for your guests rather than your staff:

- **Customer display** shows the order as it is rung up, so a guest sees what they are being charged

before they pay.

- **Public menu** is a link or QR code guests can open on their own phone.

Both read from the same menu you maintain, so a price change is a price change everywhere.

2. Menu, recipes and food cost

The menu

Menu holds categories and items. Each item needs a name, a price, and the category it sits in.

Keep categories close to how guests think - starters, mains, drinks - rather than how the kitchen is organised. The menu is read by guests on the public menu and by staff under pressure; both benefit from the obvious arrangement.

Stock items

Stock holds what you buy: ingredients, with their purchase unit and cost. This is the foundation of everything below, so record real costs and keep them current. A chicken price from eighteen months ago makes every dish containing chicken look more profitable than it is.

Recipes

Recipes is where a menu item is linked to the stock items it consumes, and how much of each.

Two things follow automatically once a recipe exists:

Food cost. The system knows what a dish costs to make, so it can tell you the margin on it. This is the single most useful number in a restaurant, and the one most often guessed at.

Stock depletion. Selling the dish reduces the ingredients, so stock reflects what has actually been cooked rather than what someone remembered to count.

Reading food cost honestly

A dish's cost is only as good as the recipe and the ingredient prices behind it. Two habits keep it real:

- **Update ingredient costs when supplier prices change**, not annually.
 - **Include everything the dish consumes** - oil, garnish, the sauce portioned onto the plate.
- Recipes

that record only the headline ingredient understate cost and flatter the margin.

The dishes that surprise people are usually the popular ones with cheap-looking ingredients and heavy portioning.

Changing prices

A price change on the menu applies to new orders. It does not rewrite orders already placed, which is correct - a guest pays what was on the menu when they ordered.

3. Running a service

Taking an order

Open **POS**, choose the table or order type, and add items. The order goes to the kitchen as you confirm it, so cooking starts without anyone carrying a docket.

Order types behave differently and should be chosen correctly:

- **Dine-in** is seated at a table and settled at the end
- **Takeaway** is usually paid up front
- **Delivery** carries an address and a rider

The kitchen screen

Kitchen shows what has been ordered and what stage it is at. The kitchen marks items as they are prepared, and the floor can see progress without walking in to ask.

Mark items done as they go out, not in a batch at the end of service. The screen's value is that it is current; a kitchen that updates it afterwards has a record, not a tool.

Tables

Tables is your floor. An order is attached to a table, and the table shows as occupied until the bill is settled. This is what tells a host where to seat people without walking the room.

Settle and clear tables as guests leave. A table left open ties up a seat that is actually free.

Reservations

Reservations holds bookings - who, when, how many, which table. A reservation that is not recorded is a table you will sell twice.

Delivery

Delivery tracks orders out for delivery and who is carrying them. Guests can follow an order with the tracking link rather than calling to ask where it is.

Shifts

Open a shift at the start of service and close it at the end, counting the drawer. Differences found on the night are solvable; differences found at month end are archaeology.

4. Stock, purchasing and waste

How stock moves

Stock falls automatically as dishes are sold, through their recipes. It rises when you record a purchase. In a well-kept system you should rarely type a stock figure by hand.

Purchasing

Purchase records what you buy from suppliers - what arrived, at what cost. Enter it when the delivery arrives, not when the invoice is paid. Stock is wrong in the meantime otherwise, and food cost is calculated from stale prices.

Update costs when they change. Supplier prices move constantly, and every dish containing that ingredient is mispriced until you do.

Counting

Count your stock regularly - weekly for fresh, monthly for dry goods at minimum. Compare the count against what the system expects.

The difference is your waste, spillage, over-portioning and theft combined. You cannot manage it without measuring it, and the number is usually larger than people expect.

When the count does not match

Work through these:

1. **A delivery not recorded**, so stock was never increased.
2. **A recipe that is wrong** - too little recorded against a dish, so sales deplete less than reality.
3. **Over-portioning** - the recipe says 150g and the kitchen serves 200g. This shows up as a steady

shortfall on specific ingredients.

1. **Waste not recorded** - spoilage and mistakes that nobody logged.
2. **Staff meals** rung up as nothing, or not at all.

Most persistent shortfalls are portioning or an inaccurate recipe, not theft. Check the recipe against what the kitchen actually does before anything else.

Khata

Khata records credit for regulars who settle periodically. Record the charge and the payments. Unpaid khata is money that is not in your bank, and in a restaurant it accumulates quietly.

5. Reports and the books

The numbers that matter in a restaurant

Three figures decide whether a restaurant works, and all three come out of what you record daily:

Food cost percentage. What your ingredients cost as a share of what you sell them for. Recipes and current ingredient prices are what make this trustworthy.

Labour cost. Staff against takings, which is why attendance and shifts matter.

Covers and average spend. How many guests, and what each one spent. Rising covers with a falling average spend is a different problem from falling covers.

Reports

Reports covers sales by item, by category, by period and by staff. The most useful habit is looking at items by margin rather than by popularity: the best-selling dish is not always the one you want more of.

A dish that sells constantly at a thin margin can be worth less to you than one that sells half as often at double the margin - and until recipes are costed, nobody in the building knows which is which.

Accounting

Behind the till is a real ledger: **chart of accounts, journal, trial balance, profit and loss** and **balance sheet**. Sales, purchases and expenses post to it automatically.

You do not need to touch it to run service. It is there for the questions the sales reports cannot answer - what the business owes, what it is worth, whether the month's profit survives the bills.

Promo records promotional spend, so discounting is visible as a decision rather than as unexplained shrinkage in takings.

Monthly rhythm

1. Count stock and reconcile against expected
2. Record all supplier invoices

3. Record all expenses
4. Check food cost percentage against the previous month
5. Check the trial balance balances

An hour a month, and you know whether the restaurant is working.

6. Troubleshooting

"An order did not reach the kitchen." Check it was confirmed rather than left open on the POS. An order being built is not sent until it is confirmed.

"The kitchen screen is cluttered with old orders." Items are not being marked done as they go out. The screen reflects what the kitchen tells it.

"A table shows occupied but nobody is sitting there." The bill was never settled and the table never cleared. Settle it and the table frees.

"Stock is dropping faster than we are selling." Usually a recipe recording more of an ingredient than the dish actually uses, or waste going unrecorded. Check the recipe against a real plate.

"Stock is dropping slower than we are selling." The opposite - a recipe recording too little, so sales do not deplete enough. The shelf will run out while the system says there is plenty.

"Food cost percentage looks wrong." Either ingredient prices are out of date, or recipes are incomplete. Both make dishes look cheaper to produce than they are.

"A dish has no food cost at all." It has no recipe. Menu items without recipes sell fine and tell you nothing about margin, and they do not deplete stock.

"The drawer is short." Check for split payments recorded as one method, refunds given in cash but recorded otherwise, and voided orders where money had already been taken. Count again first.

"Sales by staff all show one person." A shared PIN. The system can only report what it was told.

"A guest says the price was different." Menu price changes apply to new orders only. An order placed before the change keeps the price it was placed at, which is correct.

"The public menu shows the wrong price." It reads the live menu. If it is wrong there, it is wrong in the menu - which means it is also wrong on the till.

Before contacting support

Note the order number, the table, the time and the branch. Nearly every question about a figure is answered by finding the order behind it.