



Xrero Restaurant POS

Restaurants & Cafés — User Manual

For waiters, cashiers, kitchen staff & managers

United Arab Emirates edition (AED · 5% VAT)

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Every screen in this manual reproduces the live Xrero Restaurant POS. All names, dishes and prices shown are demonstration data.

1. Introduction & how it works

Xrero Restaurant POS is the table-service point of sale for restaurants, cafés and food outlets. Waiters take orders at the table, send them to the kitchen, manage guests and courses, split or merge bills, add tips and take payment — all on a touch screen. It is built on the same engine as Xrero Retail POS, with restaurant features layered on top, and stays connected to the rest of Xrero:

When you...	Xrero does this
Send an order	Fires the dishes to the kitchen (Preparation Display or printer).
Sell a dish made of stock items	Reduces those ingredients/products in Inventory .
Close the session	Posts the day's takings, VAT and tips to Accounting .



Figure 1.1 — Seat → order → kitchen → bill → pay → the table frees up for the next guests.

This manual is for the **waiter** who serves tables, the **cashier** who settles bills, the **kitchen** that prepares orders, and the **manager** who runs the shift.

Good to know

All prices are in **AED** and include **5% UAE VAT**. The order stays open at the table until guests are ready to pay, so you can keep adding items and courses through the meal.

2. Getting Started & the back office

Sign in to Xrero and open **Point of Sale**. The back office (Dashboard, Orders, Products, Reporting, Configuration) manages everything; the touch-screen till opens when you start a session. A restaurant register is simply a Point of Sale with "**Is a Bar/Restaurant**" switched on, which unlocks floors, tables, bill-splitting and tips.

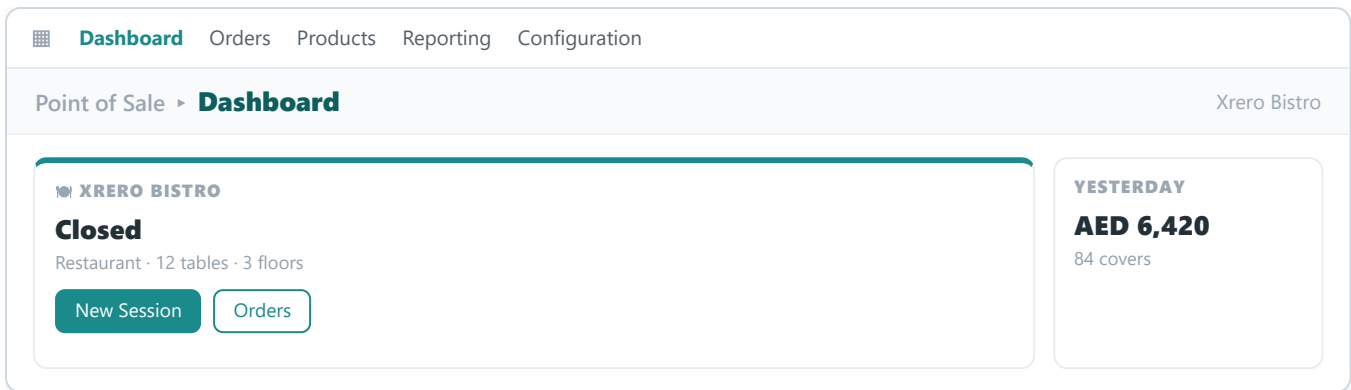


Figure 2.1 — The restaurant register on the Dashboard.

3. Setting up floors & tables

A **floor** is an area of the venue (Main Hall, Terrace, VIP); each holds **tables** drawn on a plan. Set them up once so the floor screen matches your real layout. In the back office (or the floor editor on the till), add floors, then place tables, choosing each table's **shape** (round/square), **number of seats** and position.

Configuration > **Floors & Tables** Main Hall

TABLE	FLOOR	SEATS	SHAPE
T1	Main Hall	4	Square
T3	Main Hall	6	Round
T6	Main Hall	8	Round
P1	Terrace	2	Square
V1	VIP	10	Round

Figure 3.1 — Defining floors and tables (name, floor, seats, shape).

4. Opening a session

As in retail, a **session** is one shift. Open it from the register card; enter the opening cash float if cash control is on. All meals served during the shift belong to the session, which is reconciled and posted at closing (Chapter 20).

5. The floor screen

The floor screen shows your tables as shapes. **Colour tells the status at a glance**, the tab at the top switches floors, and each occupied table shows its running total and how long guests have been seated.

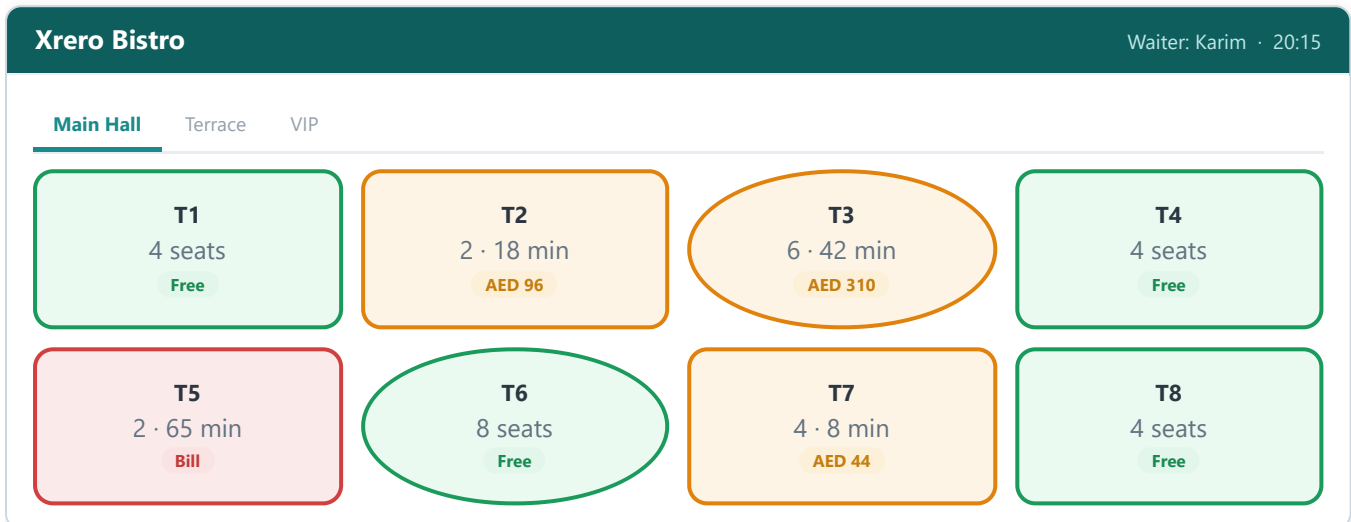


Figure 5.1 — The floor screen: green = free, amber = occupied (with total & time), red = bill printed. Tap a table to open its order.

6. Opening a table & setting guests

Tap a free table; you're asked for the number of **guests** (covers). The order screen opens, showing the table and guest count at the top — useful for reporting average spend per guest later.

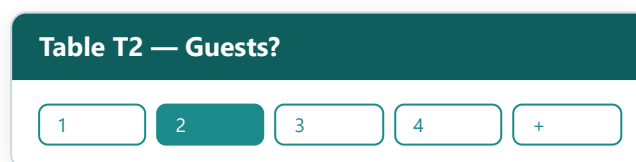


Figure 6.1 — Setting the number of guests when opening a table.

7. The order screen — a guided tour

The order screen mirrors the retail register, with restaurant extras. On the **left** is the order — grouped by course; on the **right** the menu, in category tabs. The action bar adds the restaurant actions: **Order** (send to kitchen), **Course**, **Note**, **Guests**, **Transfer**, **Bill** and **Payment**.

Table T2 · 2 Guests
Karim

— Starters —

Hummus	18.00
Fattoush Salad	24.00

— Main —

Mixed Grill <small>↳ no onions · well done</small>	65.00
Chicken Shawarma	18.00

Subtotal	AED 125.00
VAT 5%	AED 6.25
TOTAL	AED 131.25

Starters
Grills
Drinks
Desserts

Fattoush
24.00

Mixed Grill
65.00

Shawarma
18.00

Hummus
18.00

Juice
15.00

Coffee
8.00

Order
Course
Note
Guests
Transfer
Split
Bill
Payment

Figure 7.1 — The table order screen: order grouped by course (left), the menu (right), restaurant action bar (bottom).

8. Adding dishes & modifiers

Tap a dish to add it; tap again for another. Many dishes have **modifiers** — choices the kitchen needs (spice level, side, size, "no onions"). When a dish has options, a pop-up asks you to choose; the choice prints on the kitchen ticket and can change the price.

Mixed Grill — options

Spice

Mild
Medium
Hot

Side (+AED 6)

Rice
Fries
Salad

Figure 8.1 — A dish with modifiers: spice level and a paid side.

9. Courses (firing order)

Use Course to group dishes into **Starters**, **Mains** and **Desserts** so the kitchen fires them in the right order — starters now, mains when the guests are ready. Each course is sent separately, keeping the meal paced.

Courses on Table T2	
Starters · Hummus, Fattoush	Sent 20:18
Mains · Mixed Grill, Shawarma	Hold
Desserts	—

Figure 9.1 — Courses let you send starters now and hold the mains.

10. Kitchen & internal notes

Select a line and tap **Note** to add a kitchen instruction — *no onions, well done, allergy: nuts* — which prints on the kitchen ticket. An **internal note** on the order (not a line) is for the team, e.g. "VIP guest" or "birthday".

11. Sending to the kitchen

When a course is ready to cook, tap **Order**. New and changed lines are sent to the **kitchen printer** or the **Preparation Display**, so chefs see exactly what to make and for which table. Items already sent are marked, so re-tapping **Order** only fires what's new — you never double-cook.

Tip

Always tap **Order** after adding a course. Simply adding a dish to the screen does **not** tell the kitchen — sending does.

12. The Preparation Display

The **Preparation Display** is the kitchen's screen. Each sent order appears as a ticket showing the table, the dishes and any notes. Chefs tap a ticket to mark it **started** and **done**; the colour and timer help the kitchen keep pace, and the waiter can see when a course is ready to serve.

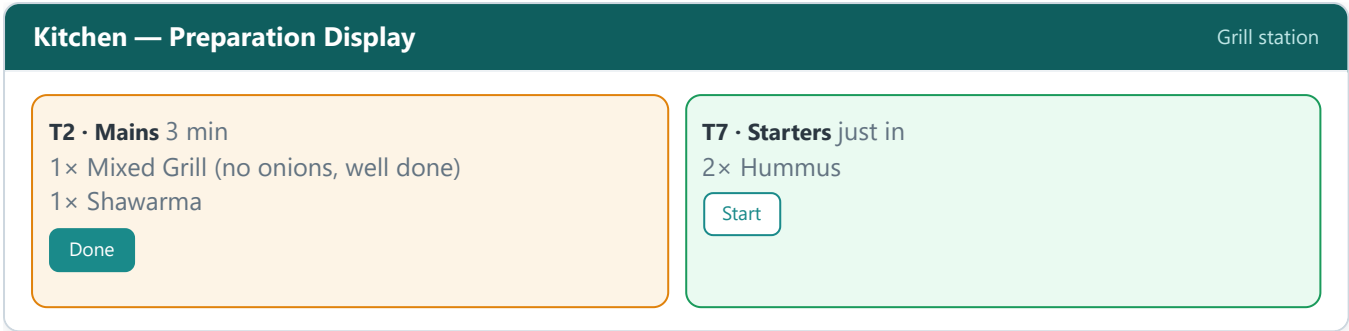


Figure 12.1 — The kitchen Preparation Display: tickets per table, with notes and Start/Done buttons.

13. Transfer a table

Guests moved seats? Open the order and tap **Transfer**, then pick the new table — the whole order moves across, and the old table frees up.

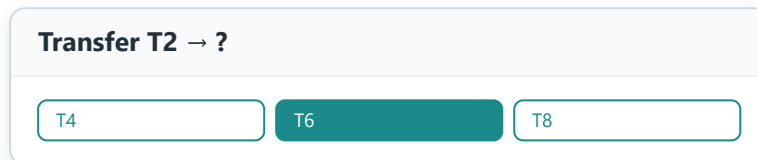


Figure 13.1 — Transferring an order to another table.

14. Merge tables

When two tables join (a larger party), **merge** their orders so they pay together. Transfer one table's order onto the other, or select multiple tables to combine into a single bill.

15. Splitting the bill

When guests pay separately, tap **Split**. Move items into separate bills — **by item** (each pays for what they had) or **evenly by guest** — then settle each one in turn. Each split takes its own payment and prints its own receipt.

Split bill — Table T2			
Bill 1		Bill 2	
Hummus	18.00	Fattoush	24.00
Mixed Grill	65.00	Shawarma	18.00
Total	87.15	Total	44.10

Figure 15.1 — Splitting one table into two bills, each paid and printed separately.

16. The bill (pre-receipt)

Tap **Bill** to print a **pre-receipt** for the guests to review before paying — the table turns red on the floor so the team knows it's winding up. The bill shows every dish, the 5% VAT and the total. Printing the bill does not complete the sale; payment does.

17. Tips

When a guest leaves a **tip** (often added to a card payment), enter it on the payment screen. The tip is recorded separately so you can report and distribute tips fairly, and it's included in what the card is charged.

18. Payment

- 1 Tap **Payment**, choose **Cash**, **Card** or **Bank**.
- 2 Add a **tip** if offered, and enter the amount (split across methods if needed).
- 3 Tap **Validate**, print or email the final receipt, and the table returns to **Free**.

Payment — Table T2 Total: AED 131.25

Cash Card

Card	AED 131.25
Tip	AED 15.00

Bill total	AED 131.25
Tip	AED 15.00
Charged	AED 146.25

Figure 18.1 — Settling a table by card, with a tip added to the charge.

19. Takeaway & delivery orders

Not every order is at a table. For **takeaway**, start an order without selecting a table and mark it takeaway; for **delivery**, attach the customer and address. Both still fire to the kitchen and take payment the same way. (Online ordering via Self-Order/QR menus can feed straight into the same kitchen, if enabled.)

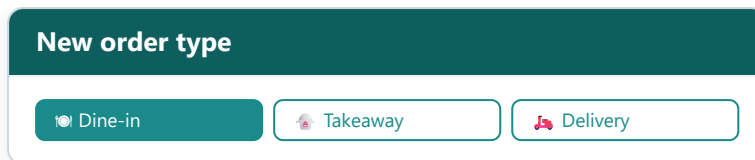


Figure 19.1 — Choosing dine-in, takeaway or delivery for a new order.

20. Closing the session

At the end of service the manager closes the session like in retail: open the menu, choose **Close Register**, count each payment method, resolve any cash difference, and confirm. The shift's sales (and tips) post to Accounting and you can print the **Z-Report**.

Point of Sale ▶ **Closing Control** Xrero Bistro

METHOD	EXPECTED	COUNTED	DIFF
Cash	AED 2,140	AED 2,140	0
Card	AED 4,280	AED 4,280	0
Tips (card)	AED 360	AED 360	0

Figure 20.1 — Closing control, including the tips collected on cards.

21. Orders & reports

All table orders are listed under **Point of Sale ▶ Orders**. The full POS report set applies — **X / Z reports**, sales/payment/category/product summaries, top-selling and profit reports — so you can analyse **covers**, **average spend per guest**, best-selling dishes and busiest hours.

Reporting ▶ **Sales** Today

Covers (guests)	84
Average spend / guest	AED 76.40
Best seller	Mixed Grill (38)
Total sales	AED 6,420

Figure 21.1 — Restaurant analytics: covers, average spend and best-selling dishes.

22. The menu (products)

Each dish is a product flagged **Available in POS**, with a **POS category** (Starters, Grills, Drinks...), a price and 5% VAT. Add **attributes/variants** for sizes, and **modifiers** for choices (spice, side). Group dishes into courses on the category so they print under the right heading in the kitchen.

Products ▸ Mixed Grill		General Information	
Available in POS	✓ Yes	Price	AED 65.00
POS Category	Grills	Taxes	VAT 5%
Course	Main	Modifiers	Spice, Side

Figure 22.1 — A menu item set up with its category, course, price and modifiers.

23. Configuration & settings

Menu path: Point of Sale ▸ Configuration

Setting	What it's for
Is a Bar/Restaurant	Turns on floors, tables, bill-splitting, tips and courses for the register.
Floors & Tables	Your floor plan — areas, tables, shapes and seats.
Preparation Display / Kitchen Printers	Set up the kitchen screen/printers and which categories print where.
Tips	Enable tipping and the tip account.
Bill Splitting / Bill Printing	Allow split bills and pre-receipts.
Menu (Products)	Dishes, categories, courses, modifiers, 5% VAT.

Configuration ▸ Settings		Xrero Bistro
<input checked="" type="checkbox"/> Is a Bar/Restaurant		On
<input checked="" type="checkbox"/> Bill Splitting		On
<input checked="" type="checkbox"/> Tips		On
<input checked="" type="checkbox"/> Preparation Display		On

Figure 23.1 — Restaurant register settings.

24. Combos & set menus

A **combo** is a meal deal at one price made of choices — e.g. "Grill Meal = one grill + one side + one drink for AED 79." On the till, adding the combo prompts the waiter to pick each part; the kitchen sees the full breakdown and the price stays fixed.

Grill Meal — AED 79

Choose grill

Mixed Grill

Shish Tawook

Choose side

Rice

Fries

Choose drink

Juice

Soft drink

Figure 24.1 — A combo guides the waiter to choose each part for a fixed price.

25. Self-Order & QR-code menu

With **Self-Order**, guests scan a **QR code** on the table (or use a kiosk) to browse the menu and order from their phone. Orders flow straight to the kitchen and onto the table's bill, cutting queues and freeing waiters. You choose whether guests can pay online or pay at the counter.



Figure 25.1 — The guest's QR self-order menu; orders go straight to the kitchen and the table bill.

26. Loyalty, gift cards & coupons

The same customer-reward tools as retail apply: a **loyalty program** (earn/redeem points), **gift cards**, **coupons/promo codes** and **eWallet**. Attach the customer to the table, then redeem points or apply a code at payment — handy for regulars and promotions.

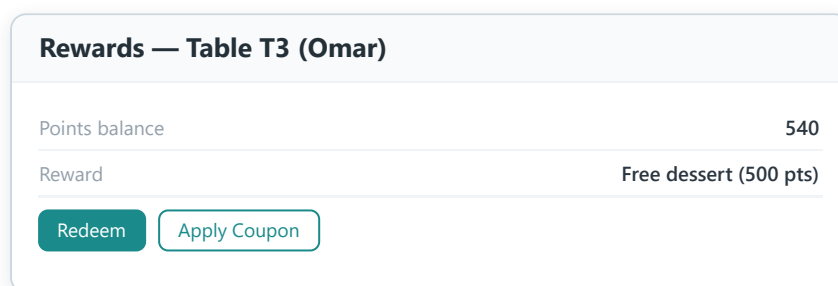


Figure 26.1 — Loyalty and coupons work at the table just like retail.

27. Hardware & kitchen printers

A restaurant station typically adds **kitchen printers** to the standard till hardware. Route each menu category to the right printer (grill, cold kitchen, bar) so tickets print where the food is made. Connect devices directly or through an **IoT Box**.

Device	Used for
Receipt printer	Bills, final receipts, X/Z reports.
Kitchen printer(s)	Order tickets at each station (grill/cold/bar).
Preparation Display	The screen alternative to kitchen printers.
Cash drawer / scanner / display	As in retail.

Settings ▸ **Printers** Kitchen routing

PRINTER	PRINTS CATEGORIES
Grill Printer	Grills, Mains
Cold Kitchen Printer	Starters, Salads, Desserts
Bar Printer	Drinks, Juices, Coffee

Figure 27.1 — Routing menu categories to the right kitchen printers.

28. Waiter login & permissions

With employee login on, each **waiter signs in with a PIN or badge**, so every order and table records who served it. Permissions control who may apply discounts, void items or open the cash drawer — useful for accountability in a busy restaurant.

Select Waiter

Karim

Layla

Sami

Enter PIN to start serving tables.

Figure 28.1 — Waiters log in by PIN/badge so every table is attributed.

29. Pricelists — dine-in vs takeaway

Restaurants often charge different prices for **dine-in, takeaway** and **delivery** (or run happy-hour and Ramadan offers). A **pricelist** per channel applies the right price automatically based on the order type, so the menu price is always correct.

Pricelists ▸ **Channels** Xrero Bistro

PRICELIST	APPLIES TO	MIXED GRILL
Dine-in	Tables	AED 65
Takeaway	Takeaway	AED 60
Delivery	Delivery (+ fee)	AED 68

Figure 29.1 — Different prices for dine-in, takeaway and delivery via channel pricelists.

30. Glossary

Term	Meaning
Floor	An area of the venue holding tables.
Table	A seat group guests are served at.
Guests / Covers	The number of diners on a table.
Course	A group of dishes (starters, mains, desserts) fired together.
Modifier	A dish choice (spice, side) the kitchen needs.
Preparation Display	The kitchen screen showing orders to cook.
Bill	The pre-receipt guests review before paying.
Tip	An extra amount left for service.
Split / Merge / Transfer	Divide, combine or move a table's order.

31. FAQ & troubleshooting

The floor screen doesn't show my tables.

Turn on **Is a Bar/Restaurant** for the register, then add floors and tables in Configuration.

Orders aren't reaching the kitchen.

Check the Preparation Display / kitchen printer is set up and the dish's POS category is routed to it, then tap **Order** (not just add the dish).

A dish keeps re-printing in the kitchen.

Only new/changed lines are sent on each **Order** tap. If everything re-prints, the order may have been cancelled and re-created — check the Preparation Display history.

How do I split a bill between guests?

Open the table, tap **Split**, move items into separate bills, then settle each one.

A guest changed tables.

Open the order and tap **Transfer**, then pick the new table.

Where do tips and sales go in the accounts?

At session close, sales, VAT and tips post to Accounting; tips sit in their own account so they can be distributed.

Need help?

Contact your Xrero administrator or visit **xrero.com**.