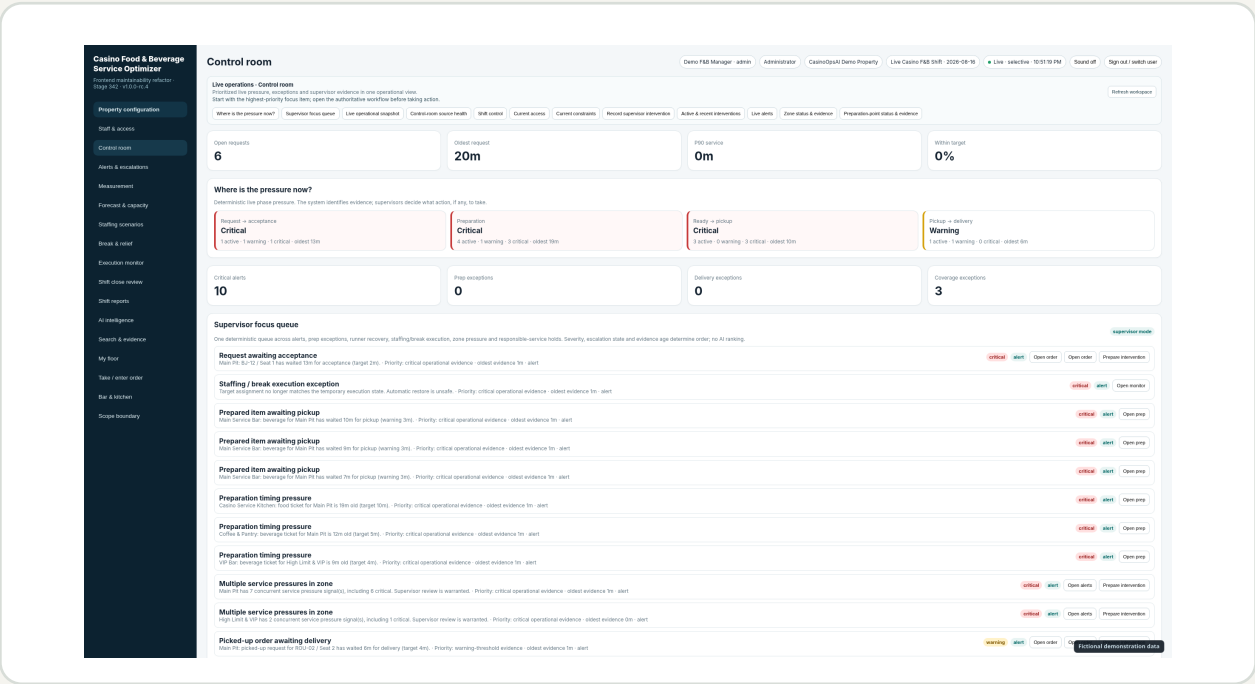


# Food & Beverage Service Optimizer

See the pressure. Move the right staff. Keep every handoff visible.

From floor request to delivery and management review — one connected service workflow.

- REQUEST
- PREPARE
- PICK UP
- DELIVER
- BALANCE
- REVIEW



A business-focused guide for General Managers, Casino Managers, F&B; leaders, and operations executives.

## 1 Control service before the guest feels the delay

The aim: help management see where service pressure is building — and act with better information.

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### 1 See the pressure

Identify which floor zone is building service pressure now.

### 2 Find the bottleneck

Separate request, preparation, pickup, and delivery delays.

### 3 Balance the staff

Compare coverage before moving support between zones.

Casino F&B; service can look busy long before management can see why. The application turns requests, preparation, pickup, delivery, staffing coverage, and follow-up into one connected operating picture. The goal is not to automate management. The goal is to give management a faster, clearer basis for action.

## 2 The questions every F&B; shift should answer

One operating picture for pressure, bottlenecks, coverage, handoffs, and follow-up.

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1

Where is the floor busiest right now?

3

Do busy zones have enough active staff?

5

What is ready but still waiting for pickup?

7

Which exceptions need supervisor attention?

2

Is the delay in request acceptance, preparation, pickup, or delivery?

4

Can support move from a quieter zone without breaking minimum coverage?

6

Who currently has custody of the order?

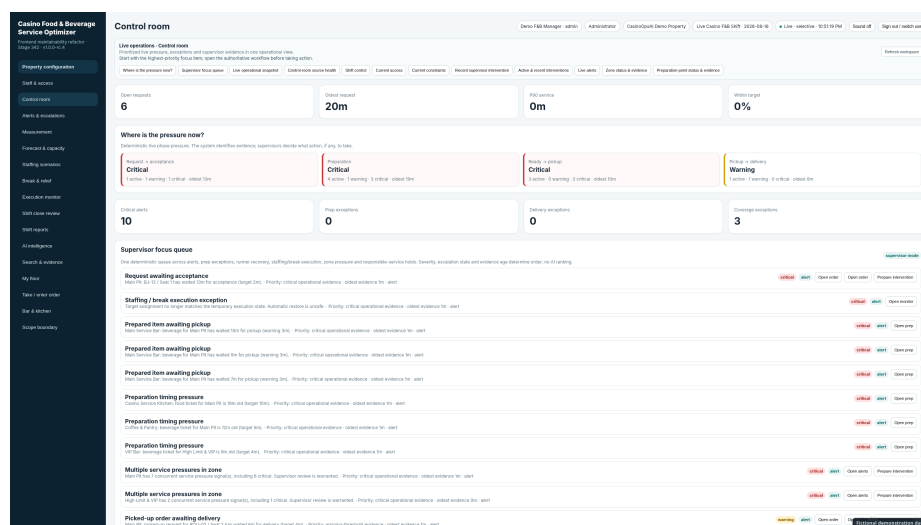
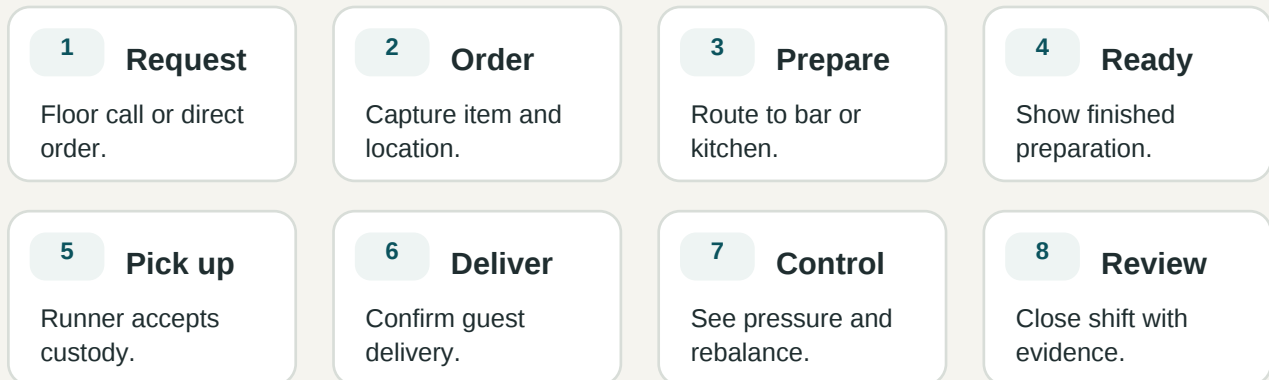
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What must carry forward when the shift closes?

**One discipline: see the pressure, understand the cause, protect coverage, and verify the action.**

### 3 One connected service workflow

Keep the guest request, preparation, runner handoff, staffing decision, and shift follow-up connected.



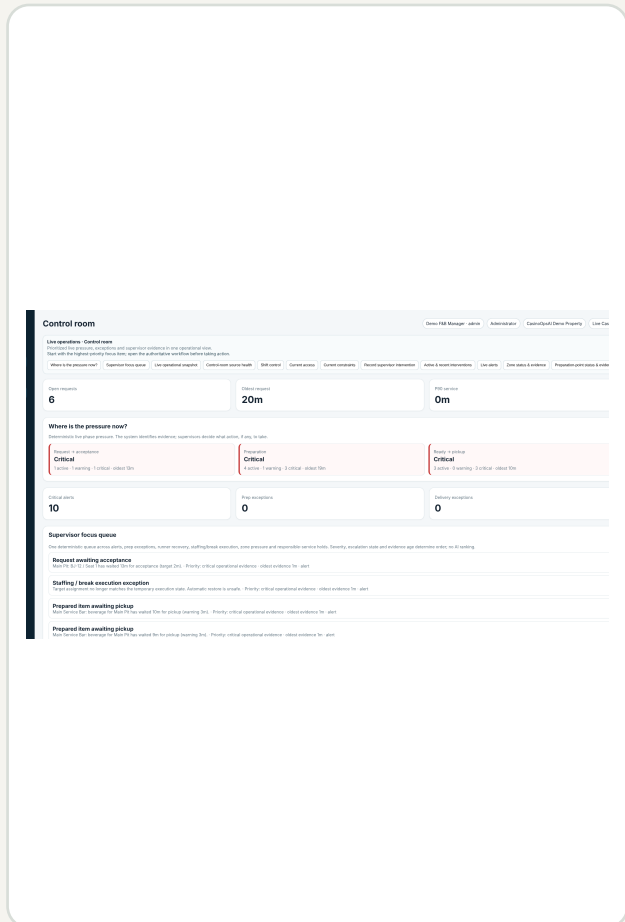
Control Room — the operating picture connects live service work with staffing and management attention.

## 4 See the floor before service pressure spreads

Control Room helps supervisors identify where demand is building and where management attention is needed.

### A clearer operating picture

- Compare zone pressure instead of relying on radio traffic or memory.
- See open work, ready pickup pressure, delivery pressure, and exceptions together.
- Bring staffing context into the same conversation as service demand.
- Move from a floor-wide complaint to the exact zone and phase that needs attention.



Control Room — busy zones, operational pressure, and management attention in one view.

Less time asking “where is the problem?” More time deciding what to do about it.

## 5 Start service where demand starts

Capture the request at the floor location — before it becomes another fragmented handoff.

### REQUEST Floor service request

Pit, slot, or VIP staff can request an F&B; server where service is needed.

### ORDER Direct order entry

Authorized staff can enter the actual food or beverage order when appropriate.

### LOCATION Casino location context

Zone, table, seat, or machine location keeps the service tied to the real floor.

The screenshot displays a web-based interface for entering orders. At the top, there's a header bar with navigation links: 'Take / enter order', 'Device F&B Manager', 'Admin', 'CasinoOpsAI', and 'Live Chat'. Below the header, a sub-header reads 'Fast casino floor order' with a note: 'Fast order entry for casino floor orders. Fast order entry for casino floor orders. Fast order entry for casino floor orders.' The main form area is titled 'Fast casino floor order' and includes a section for 'My Favorites' with a note: 'No favorites yet. Select an item and tap it to favorite.' Below this, there's a 'Recent Items' section with buttons for 'Wine', 'Beer', 'Coffee', 'Soft Drink', and 'Club Sandwich'. The 'Recent Locations' section shows a table with columns for 'Location', 'Zone', 'Table', and 'Seat'. The table contains one row with the following data: 'BAC-02', 'BAC-02', 'BAC-02', and 'BAC-02'. Below the table, there's a 'Current cart' section with a note: 'No items added yet.' At the bottom, there's a 'Priority' dropdown menu set to 'Standard' and a 'Submit' button. A small orange banner at the very bottom reads: 'Fast ordering: delivery safety information was added for only for information preparation staff must use. Do not use guest display in registers.'

The workflow begins with location and responsibility already visible.

Take Order — location, items, quantities, and service context enter the workflow together.

## 6 Keep preparation, runner, and delivery connected

Ready is not delivered. Every handoff stays visible until the guest actually receives the order.

### 1 Preparation

Bar and kitchen work remain visible as separate operational stages.

### 2 Ready

Prepared items can be seen as ready while still waiting for pickup.

### 3 Runner custody

Pickup makes physical ownership explicit before delivery.

### 4 Delivery

Final delivery confirms the order reached the guest, not just the bar counter.

The screenshot displays the 'My floor' interface, which is used for managing orders and tracking runner custody. The interface is divided into several sections:

- Header:** Includes the title 'My floor' and navigation links for 'Demo F&B Manager', 'Admin', 'Administrator', 'CasinoOpsAI Demo Property', and 'Live Chat'.
- Frontline: My floor:** A section for managing orders, including a 'Ready to collect' count of 3 and a 'In-floor custody' count of 1. It also shows a 'Delivery exceptions' count of 0.
- Ready-work collection:** A section for managing orders, including a 'Ready to collect' count of 3 and a 'In-floor custody' count of 1. It lists items like 'BJ-12 / Seat 3 - beverage' and 'ROU-02 / Seat 5 - beverage' with 'Record for staff' and 'Pick up' buttons.
- Pickup custody & delivery:** A section for tracking the physical custody of orders, including a 'Pickup custody & delivery' count of 0 and a 'Delivery exceptions' count of 0. It lists items like 'ROU-02 / Seat 2 - 1 stream in custody' and 'beverage - Main Service Bar'.
- Failed delivery / recovery:** A section for managing failed deliveries, including a 'Failed delivery / recovery' count of 0 and a 'Delivery exceptions' count of 0. It lists items like 'BJ-12 / Seat 6 - beverage'.
- My active work:** A section for managing active work, including a 'My active work' count of 0 and a 'Delivery exceptions' count of 0. It lists items like 'No work currently assigned to you'.
- Unassigned floor requests:** A section for managing unassigned floor requests, including a 'Unassigned floor requests' count of 0 and a 'Delivery exceptions' count of 0. It lists items like 'No unassigned floor requests'.

Runner custody — pickup makes physical ownership explicit before delivery.

## 7 Know which phase is actually causing the delay

The right staffing response depends on the real constraint — not on a generic “service is slow” message.

### 1 Request → Acceptance

Is floor demand waiting to be picked up?

### 2 Acceptance → Preparation

Is the bar or kitchen the constraint?

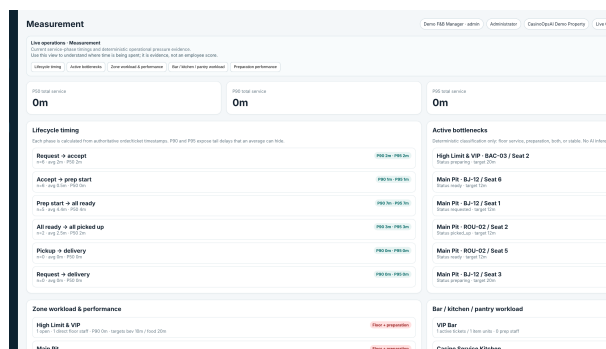
### 3 Ready → Pickup

Are prepared items waiting for runners?

### 4 Pickup → Delivery

Is the last mile to the guest taking too long?

Before adding staff, know where the service chain is actually slowing down.



Measurement — lifecycle timing separates the visible delay into actionable phases.

## 8 Put staff where they are needed — without creating a new gap

Staffing scenarios help management evaluate a move before it becomes an operational problem somewhere else.

- Find the pressure: use Control Room and Measurement to confirm which section needs support.
- Check current coverage: compare active staff and relief status before moving anyone.
- Test the move: evaluate whether a qualified server or runner can support the busy zone.
- Protect the source zone: do not let the quieter area fall below its minimum coverage.

The screenshot shows the 'Staffing scenarios' interface. At the top, there's a navigation bar with links like 'Control Room Manager', 'Admin', 'Administration', 'ControlRoom/Server Property', and 'Live Data'. Below this, a 'Planning - Staffing scenarios' section is visible. It includes a 'What-if floor coverage' section with dropdowns for 'Time period' (10:20 PM), 'Destination zone' (High Limit & VIP), 'Employee' (None/Headcount only), and 'Headcount delta' (1). There are also buttons for 'Simulate & Load scenario' and 'Refresh scenarios'. To the right, there's a 'Decision guardrails' section with text about minimum floor coverage and equipment. Below the simulation section, there's a 'Live floor coverage' section showing a table of zones and their current status. The table has columns for 'Zone', 'Current status', 'Minimum coverage', and 'Maximum coverage'. The zones listed are 'High Limit & VIP', 'Main Pit', and 'Poker & ETO'. The 'High Limit & VIP' zone is currently 'Coverage 100%', 'Main Pit' is 'Coverage 100%', and 'Poker & ETO' is 'Coverage 100%'. There are also 'Completed action evidence' and 'Completed action evidence' sections on the right side of the interface.

Staffing Scenarios — compare a proposed move with source-zone and target-zone coverage before acting.

The application supports the staffing decision. Management makes the staffing decision.

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Forecast & Capacity adds planning context so management can prepare before the floor becomes constrained.

- Review expected demand by zone and time interval.
- Compare demand with available service capacity before pressure becomes visible.
- Use historical operating evidence to support planning — not to claim perfect prediction.
- Combine forecast context with staffing scenarios and relief planning.

[illegible]

Forecast & Capacity — expected demand, capacity, and management planning context by zone and interval.

**Forecasting supports planning. It does not make the staffing decision automatically.**

## Protect coverage through breaks and relief

Breaks are part of floor coverage. A quiet zone can become the next problem if relief is not considered.

- Check minimum coverage before a zone loses a person.
- Use relief deliberately to support breaks and temporary coverage.
- Keep human approval visible in every operational move.

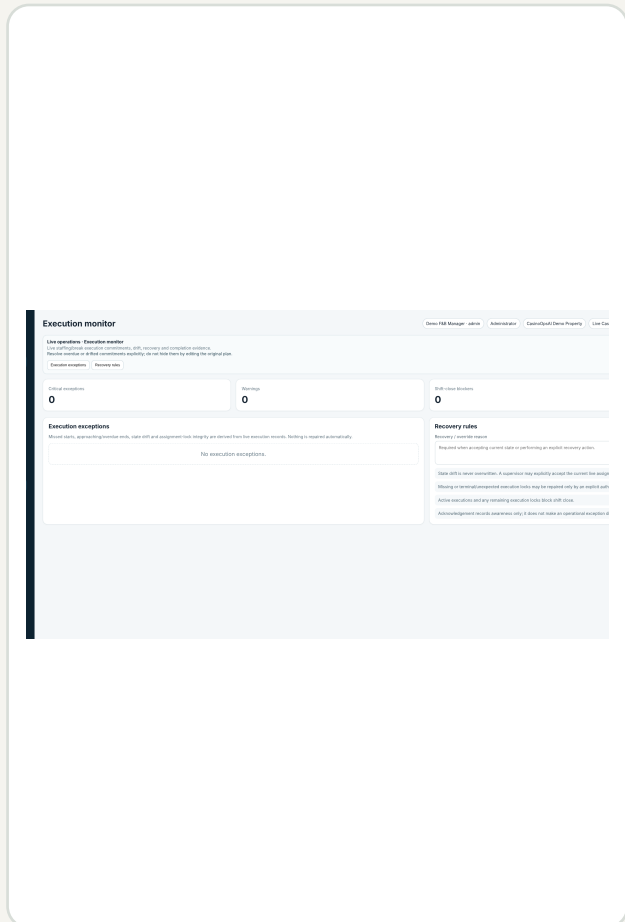
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Break & Relief — coverage guardrails stay visible while supervisors plan temporary staffing changes.

## 11 Verify the move actually happened

A staffing plan is only useful when the floor reflects the approved decision.

- Compare approved staffing action with what is actually happening on the floor.
- See whether the move was completed, delayed, or deviated from the plan.
- Keep management focused on the result of the decision, not only the intention.
- Use the new floor state as evidence for the next action.



Execution Monitor — approved operational changes can be checked against what actually happened.

PLAN • APPROVE • EXECUTE  
• VERIFY

## 12

Shift close carries open work, ownership, and follow-up into a controlled management handover.

- Identify unresolved blockers before the shift closes.
- Assign an owner and priority to follow-up work.
- Carry important items into the next shift instead of losing them in a verbal handover.
- Preserve a clearer management record of what was closed and what still needs attention.

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Shift Close — unresolved issues, ownership, and carry-forward remain visible at handover.

**A clean shift close turns today's service issues into tomorrow's controlled follow-up.**

# Turn service history into management intelligence

Reports, search, and bounded AI explanation help management review what happened and why it mattered.

- Find the evidence: search orders, events, actions, and follow-up without rebuilding the story from memory.
- Review what changed: compare service pressure, staffing actions, exceptions, and shift outcomes.
- Explain finalized evidence: Management AI can help summarize finalized evidence while keeping authority with people.



Shift reporting — service history, follow-up, and management evidence remain available for review.

AI can help explain finalized evidence. It does not run the operation or replace the manager.

## Give every role the view it needs

Operational staff see the work they own. Supervisors and managers see the control points they need to manage the shift.

### Frontline service

Servers, bartenders, prep staff, and runners focus on requests, preparation, pickup, and delivery.

### Floor initiators

Pit Supervisors, Slot Supervisors, and VIP Hosts can start service where demand begins.

### F&B; supervisors

Food and Beverage Supervisors see preparation, delivery, exceptions, coverage, and operational pressure.

### Management

F&B; Managers and Casino Managers review staffing, forecasts, execution, shift close, and reports.

### Seventeen connected workspaces

Take Order

My Floor

Preparation

Runner & Delivery

Alerts

Control Room

Measurement

Forecast & Capacity

Staffing Scenarios

Break & Relief

Execution Monitor

Interventions

Shift Close

Shift Reports

Search & Evidence

Management AI

Configuration / Staff & Access

**Focused by design: casino F&B; service operations — not POS, payroll, HR, inventory, surveillance, or player CRM.**

# Move from reactive service to controlled service.

## A practical management rhythm for every busy shift

- 1 See the pressure**  
Know which zone is building demand and which phase is slowing.
- 2 Check the coverage**  
Compare active staff, relief, and minimum coverage before moving anyone.
- 3 Test the response**  
Use staffing scenarios to evaluate the move before acting.
- 4 Verify the execution**  
Confirm that the approved change actually happened on the floor.
- 5 Carry the evidence**  
Close the shift with unresolved items, actions, and lessons still visible.

See demand clearly. Put staff where they are needed. Keep every handoff visible.

**During the shift**  
See pressure, coverage, bottlenecks, and execution while action is still possible.

**After the shift**  
Review what happened, what changed, and what must carry forward.