

 Search

Articles in this section



Waitlist Setup and Configuration

**Jeff Evans**

1 year ago · Updated

[Follow](#)

Below Details the setup and configuration options to implement the Waitlist feature, available in version 18.1.31 or newer. Waitlist is include in the core software, if you wish to use the text messaging monthly charges will apply. Please download the attached agreement and email to focussupport@focuspos.com along with key number and ACH payment information.

****Monthly Pricing is a set price of \$29.95 for 1000 text messages per month, overage fees will apply. Fee subject to without notice.*

Configuration

Step 1: Download and extract the WaitlistImage.zip file that is attached and copy the new images into the sites working image directory and restart software on all stations to synchronize the image folder

Step 2: In Setup>Miscellaneous>General navigate to the Waitlist Tab

Options to configure

- Display Last Name (recommended)
- Display Phone (typically only necessary if using the text messaging functionality)
- Auto Print Table Chit - the system will print a chit with the details and notes for the group when you seat the table - prints to the stations guest check printer
- Auto Display Keyboard- will pull up the on screen keyboard as soon as you choose the name or notes field, recommend when using Waitlist on a tablet or terminal without a physical keyboard

- Table Number Prompt - will prompt for the table number for the party to be sat instead of bringing up the floor plan canvas for seating tables

Text Message - define the message to be sent to the individual when their table is ready

- example: *Your Table is now ready please check in at the Host desk, we will save your table 5 minutes*

Locations

- Restaurant Areas/Spaces (*Examples: Patio, Bar, Main DR, Upstairs, Dungeon*)
- Attached images via the image field for each Location
- Floor Plan Canvas - if using floor plan to seat, this is the Floor Plan that will appear when you seat the party. If set to <None> will pull up the locations default floor plan canvas
- *Tip: 1st Available option is recommended as an option*

Types

- What style of table would they prefer (*Examples: Booth, Hi-Top, Table, Sun, Shade*)
- Attached images via the image field for each Type
- *Tip: 1st Available option is recommended as an option*

Notes

- Quick notes for the common item (*Examples: BDay, Anniv, HighChair, VIP*)
- Attached images via the image field for each Note

General

General	Screen Layout	Screen Layout (Commands)	Timekeeping	Restaurant	Prep Modifiers
Suggestive Selling	Currencies	Support Notifications	Courses	Language	Wait List

Options

Display Last Name Auto Display Keyboard

Display Phone Number Table Number Prompt

Auto Print Table Chit

Text Message

Your Table is now ready please check in at the Host desk, v

Notes

Name	Image
1. BDAY	bdy30x30.png
2. ANNIV	annv30x30.png
3. VIP	waitlistguesticon3
4. HighChair	highchair30x30.pr

Locations

Name	Image	Floor Plan Canvas
1. 1st AVAIL	stavail30x30.png	Main Dining
2. Main DR	table30x30.png	Main Dining
3. Bar Area	bar30x30.png	Bar Floor
4. Window	window30x30.pn	Main Dining
5. Patio	outside.png	Main Dining

Types

Name	Image
1. 1st AVAIL	1stavail30x30.png
2. Booth	booth30x30.png
3. Table	table30x30.png
4. HighTop	bigtop30x30.png
5. Sun	outside.png

Close
 Save
 Cancel

Step 3: Create Waitlist Package and add to specific Job Command Ribbon and/or Canvas to access Waitlist

- Package- Command=Waitlist

Name	Image File Name
Wait List	waitlistwait30x30.pn
Command	ID
1. Wait List	<input type="button" value="▼"/> <input type="button" value="▲"/>

Step 4: Job Right adjustment for individuals who are seating

- Turn on Job Right "Transfer-Automatic Pending" for any job that will be using the WAITLIST SEAT function
- In some cases you may need to create a generic Waitlist Job and Employee to properly use Waitlist and not effect the restaurant operations. If a servers job has the Transfer-Automatic Pending whenever they save/exit a table it will be pending and any individual may access the table and acquire the table.

How to use Waitlist from the Order Entry Screen

Access the Waitlist from the package and placement from Step 3

Right Side Command Keys and their purpose

	<ul style="list-style-type: none">• Time - Displays last time the Waitlist was updated• Close - Used to exit Waitlist and return to Order Entry• Add - Used to enter a new Person/Group onto the Waitlist• Save - Used to Save new Person/Group or to Save and Update an existing Person/Group• Text - Used to send Text message for selected individual<ul style="list-style-type: none">• <i>**will need monthly service for this to properly operate**</i>• Seat - Used to place the selected individual on a specific table via a floor plan or manual entry of table number• Edit - Used to make a correction to an existing record, highlight and select and then edit• Walk - Used if an individual/group does not return for their table, will remove them from list• Print - Will print details of the Selected Individual including the NOTES section, prints to the stations guest check printer• Cancel - will revert the changes on the record to the last saved record
--	---

Process to ADD, EDIT and SEAT

Adding new person/group to the Waitlist

1. Press Add
2. Enter First Name, ****Last Name, **Phone**
3. Define/Choose Party Size
4. Choose Location
5. Choose Type
6. Enter any Notes for their party
7. Save

Editing an Existing Individual

1. Select/highlight Individual/Record in the left window and press EDIT
2. Make updated notes and/or changes
3. Save

Texting when Table is Ready - (*Monthly Service Required*) -

Select/highlight Individual/Record in the left window and press TEXT

- Will highlight their information in GREEN
- Will Show the text information above the notes section (Last Sent,# of times sent,)

Note: When Focus launches we authenticate through the API to validate the service is active for the account, you will need to enter the API Key in Create>Corporate

*******The Email station CANNOT be running with the setup switch******

Seating when a Table and party is ready

Select/highlight Individual/Record in the left window and press SEAT

- If Table Number Prompt is selected it will prompt to manually Enter Table Number
- If Table Number Prompt is not selected the view will change to the floor plan canvas
- Select Table you wish to seat the party
- Links/Packages to other Floor Plan Canvases will work on Floor Plan
- Press Cancel to return to the Waitlist, the record will still remain in the list

Other Useful Information on the Waitlist Screen

- You may sort the column by selecting the headers in Waitlist
- Waitlist record will turn Red to indicate the quoted time has elapsed

Wait List

#	Time	Name	Size	Quoted	Loc	Type
1	1:54p	Steve W.	4	2:14p		
2	1:55p	Johnny F.	3	2:20p		
3	1:56p	Marky M.	6	2:21p		
4	1:57p	Frank R.	4	2:22p		

First Name: Last Name:
 Party Size: Phone #:

Location

Type

Time Quoted

25 Minutes

Notes:

[WaitListImage.zip](#)

100 KB · [Download](#)

[Focus POS myFocus Waitlist Order Form.pdf](#)

100 KB · [Download](#)



Was this article helpful?

3 out of 3 found this helpful

Have more questions? [Submit a request](#)

[Return to top ↑](#)