



Kitchen Display System Basics

User Guide



Table of Contents

Kitchen Display System (KDS) Basics.....	1
Overview	1
Kitchen Display System Features.....	1
Kitchen Display System Screens.....	1
Kitchen Order Display	2
Kitchen Item Display	3
Production Item Display	4
Expo Display	5
Kitchen Display System Functionality	6
Order Type Priority and Filtering	6
Recipes on Item Display	6
Item Prep Time.....	6
Table Tracking	7
Color Coded Timer Notifications	7
On the Fly Order and Item Routing.....	7
Analytics and Reporting on KDS Performance	7
Customizations.....	7
Bump Individual Items or Entire Order	7
Station Relationship Management and Load Balancing	7

Kitchen Display System (KDS) Basics

Overview

A **Kitchen Display System (KDS)** is a digital tool used to streamline kitchen workflow and improve order management. It consists of screens that display incoming orders in real-time. Key features of a KDS include:

- **Order Management:** It organizes and prioritizes orders, allowing kitchen staff to see what needs to be prepared and when
- **Real-time Updates:** As orders are placed or modified, the KDS updates instantly, reducing errors and improving communication between front-of-house and back-of-house staff
- **Efficiency:** The KDS can enhance efficiency in the kitchen, helping to speed up food preparation and service

This guide will provide an overview of the features of the **HungerRush** KDS and introduce you to its screens and basic functionality.

Kitchen Display System Features

HungerRush offers a robust **Kitchen Display System** that works flawlessly with our POS solution. There are several features that support our **pizza specific market** such as:

- Viewing the Delivery Zone for each order
- The ability to print labels upon items entering the oven
- The ability for recipes/ingredient portions to show on the Item Display.

Other **full-service restaurant features** include:

- Displaying priority items
- Showing server name on an order
- The ability to send an item to multiple displays if needed

Kitchen Display System Screens

The main screens of the **HungerRush** KDS are:

- Kitchen Order Display
- Kitchen Item Display
- Production Item Display
- Expo Display

Kitchen Order Display

The **Kitchen Order Display** shows multiple items on the order needed from the kitchen station. When the order is bumped, the entire order is bumped as opposed to each individual item.

There are several configurations offered with the order display such as what information appears on the header, the color and size of the font of the various order attributes, and whether an order can be split across two columns.

Kitchen Order Displays may also be configured to display order by order type or route items to different display based on the kitchen preparation station.

1 Order #291 16:20 Drive Thru Revention 6" BLT Sub Mayonnaise 12" Tuna Salad Sub **Cut in 3 Tomato Cheese Club Combo Wrap NO Mayonnaise Italian Vinaigrette	↑↑↑↑↑↑↑↑ Chicken Tenders Sandwich Potato Wedges 4 Order #294 6:18 Counter Revention 6" Ham and Cheese Sub Lettuce Tomato Pepperoni 6" Meatball Sub Club Combo Wrap NO Ham 2X Mayonnaise	7 Order #297 3:03 Counter Revention 6" Turkey and Cheese Sub Lettuce Tomato Mayonnaise Taco Wrap LT Onions 8 Order #298 2:44 Drive Thru Revention Italian Wrap Club Combo Wrap Grilled Chicken Wrap Asiago Caesar	Order #301 1:06 Counter Revention 6" BBQ Chicken Sub Cheese Mayonnaise
2 Order #292 12:56 Drive Thru Revention 6" Turkey and Cheese Sub Lettuce Mayonnaise Mustard 6" Veggie Sub Cheese Grilled Chicken Wrap Asiago Caesar	5 Order #295 5:46 Drive Thru Revention Grilled Chicken Wrap Honey Dijon NO Provolone LT Black Olives 6 Order #296 4:51 Counter Revention Italian Wrap 2X Bacon LT Mayonnaise	9 Order #299 1:58 Drive Thru Revention 6" BLT Sub NO Tomato 2X Mayonnaise Potato Cheese Bites Order #300 1:26 Counter Revention 12" Ham and Cheese Sub Mustard Turkey Club Wrap	
3 Order #293 12:04 Counter Revention 6" Cold Cut Combo NO Salami Cheese Mayonnaise Grilled Chicken Wrap Chipotle Ranch			

11:42 AM
 Press ENTER to Exit

Kitchen Item Display

The **Kitchen Item Display** shows each item individually. Each item on the order must be bumped to move the order to its next stage.

The section across the top is an optional configuration for **Production Items** related to this kitchen station.

Table Number or **Order Number** may be displayed in the second column.

Modifiers and **Preferences** may be shown in the stacked format (see image) or horizontally separated by commas.

Boneless		21	Wings	50	Burg	2	Fries	3	Wedges	4	Brd Tndr	15
Item #	Tbl #	Qty	Item						Time	Order Type		
1	132	1	Blacknd Chx for salad						8:18	Dine In		
2	113	1	O Rings						7:17	Dine In		
3	221	1	BNLS Med				Honey BBQ Blue Cheese Carrots		6:13	Dine In		
4	221	1	Chzbrgr Slammers				Swiss Cheese Potato Wedges		5:43	Dine In		
5	234	1	Black & Bleu Burger						4:20	Dine In		
6	132	1	Med Wings				Teriyaki Blue Cheese Celery		4:18	Dine In		
7	234	1	Juicy Steak Burger				Parmesan Garlic Swiss Cheese		3:50	Dine In		
8	221	1	Bask Wedges						3:43	Dine In		
9	113	1	6 Chicken Tenders				Teriyaki O Rings		3:17	Dine In		
	113	1	6 Chicken Tenders				Honey BBQ Fries		3:17	Dine In		
	221	1	Potato Wedges						3:13	Dine In		
	113	1	Jerk Chicken Sandwich				Cheddar Jack Cheese		1:47	Dine In		
	132	1	Chicken Salad				Blacknd Chx for salad Parmesan Garlic		:18	Dine In		

5:16 PM

Press ENTER to Exit

When a **Kitchen Item Display** is in use, it is common to have multiple item displays- one for each preparation station in the kitchen.

Production Item Display

The Production Item Display is primarily used in quick service restaurants. The purpose is to show the kitchen staff how many items are needed to fulfill all pending orders.

Each menu item and/or preference may have a **Production Item** associated with it. When the item/preference is sold the count of the Production Item is added to the specified box.

Naked Tndr 15	Boneless 6	Fries 2	Wedges 1	Wings 12	Beef Patties 3
Biscuits 9	Mushrooms 0	Onion Rings 4			
				REVENTION	10:07 AM Press ENTER to Exit

When the item is given to the guest and bumped from the KDS or Expo screen the count is reduced.

Expo Display

The **Expo Display** is for an expeditor or manager to have a view of all orders pending and to be able to monitor when the items are ready to be packaged or delivered to the guest.

On the **Expo Display**, each order is greyed out, meaning the order cannot be bumped until all items are prepared. As items are bumped off the **Item Display**, they are highlighted on the **Expo Display**. Once all items are complete and bumped, the order on the **Expo Display** is highlighted and may be bumped.

The **Expo Display** is configured as an **Order Display** with an option flagged **Monitor Item Display**.

This feature enables the expeditor to monitor orders to help prevent a slowdown between the kitchen and the guest receiving their order in a timely manner.

Order #1	>Hour
Carryout	Revention H.
Tin Pasta with Butter	
Spaghetti	
Add Garlic Toast	
Order #5	>Hour
Carryout	Revention H.
10in Original .	
Order #6	53:32
Carryout	Revention H.
10in Original .	
Order #7	52:43
Carryout	Revention H.
10in Original .	
Order #8	52:10
Carryout	Revention H.
10in Original .	
Order #9	31:05
Carryout	Revention H.
10in Original .	
Order #10	30:24
Carryout	Revention H.
10in Original .	

Expo Display

Item #	Tbl #	Qty	Item	Time	Order Type
1	0	1	Tin Pasta with Butter	Spaghetti	>Hour Carryout
2	0	1	Philly Sandwich	Add Garlic Toast	>Hour Carryout
3	0	1	Breadsticks	Fries	>Hour Carryout
4	0	1	10in Original .	Ranch	>Hour Carryout
5	0	1	10in Original .	Regular Bread	>Hour Carryout
6	0	1	10in Original .	Marinara	>Hour Carryout
7	0	1	10in Original .		>Hour Carryout
8	0	1	10in Original .		>Hour Carryout
9	0	1	10in Original .		>Hour Carryout
0	0	1	10in Original .		>Hour Carryout

Item Display

2:15 PM

Press ENTER to Exit

Kitchen Display System Functionality

The basic functionality of the **HungerRush** KDS includes:

- Order Type Priority and Filtering
- Recipes on Item Display
- Item Prep Time
- Table Tracking
- Color Coded Timer Notifications
- On the Fly Order and Item Routing
- Analytics and Reporting on KDS Performance
- Customizations
- Bump Individual Items or Entire Order
- Station Relationship Management and Load Balancing

Order Type Priority and Filtering

Order Type Priority allows you to prioritize a specific order type. It may be used for a Walk In order where the consumer is waiting in the lobby for their order.

The KDS can be configured to prioritize certain menu items, such as items that take very little prep time, in order to improve the consumer experience and get food in front of the guest as quickly as possible.

Filtering allows you to view orders by specific order type or only deferred orders.

Recipes on Item Display

Recipes may be displayed on both the item display and kitchen prep ticket.

On the **Item Display**, ingredients in the product include portions reflected in the recipe. If additional ingredients are added, those portions will also be shown.

Inventory items are specifically selected to appear as a recipe. Not all items included in the recipe are required to be shown.

Item Prep Time

Item Prep Time is used primarily for full-service restaurants. It is only available when using **Item Display**. A preparation time may be entered for each menu item or menu preference with a unique print category. Based on the preparation time and the items on the order, item(s) will appear on the make Item Displays.

The goal is for all items to be completed close to the same time, so nothing sit in the kitchen window waiting on other food.

For example: An order with a Burger (15 min), Wings (8 min) and Salad (5 min). The burger will appear first. In 7 minutes, the wings will appear, and at 10 minutes the salad will appear.

Table Tracking

This option displays the table number on the order as opposed to the order number. The POS offers several options to be displayed in the order header on the Order Display, which include order type, server, order taker, station order was taken on, customer information, and delivery zone.

Color Coded Timer Notifications

A timer is running on each of the displays. If the order or item reaches a specific time of not being completed the order or item header **will first turn yellow** to convey Caution and then **red** if the order exceeds the optimum preparation time.

On the Fly Order and Item Routing

This option allows you to route an order to a specific display on the fly or prioritize an order by moving it to the top on a kitchen display.

Analytics and Reporting on KDS Performance

This function tracks the time of all events related to the Kitchen Display. Each display will track the time required for preparation of orders and/or items.

The KDS tracks the time of each item or order before being bumped and does provide averages over 15 min, 30 min and 1-hour intervals.

Customizations

The *HungerRush* KDS allows you to define your display layout and resolution to support wide screen displays and customize your look and feel for things such as font, number of tickets, layout of tickets, audio, etc.

Bump Individual Items or Entire Order

The *HungerRush* KDS support two different displays, **Item Display** and **Order Display**.

When using the **Item Display**, individual items are bumped and the order moves to the next stage in the order life cycle once all items are prepared.

On the **Order Display**, orders are bumped when all items on the order have been prepared. There **is not** feature to bump items individually from the Order Display.

Station Relationship Management and Load Balancing

Option to redirect to an additional display based on order volume to balance the effort the kitchen. This functionality may also include specific order taking stations routing orders to a specific kitchen.