● WAITER DQ Core staff training · 5-minute read

Waiter

Stay in your section, look after your guests, and let runners do the fetching.

YOUR ROLE IN ONE LINE

You own your tables: seat, order, take payment, and send for everything else.

YOUR SHIFT, STEP BY STEP

BEFORE SERVICE

1. **Take your tables.** Swipe right on a table to assign it to yourself.

DURING SERVICE

2. **Seat the guest.** Open the booking → **Seat Booking**.
3. **Order.** On the table's **Details** tab, pick included items → **Request included items**. For the full menu: add items → **View Cart** → **Place Order**.
4. **Take payment.** Booking → **Payments** → **Add Payment** → **QR Code** or **Tap to Pay**.
5. Call Staff **Ask for help.** Tap **Call Staff** (bottom centre of the table screen) → **Call Manager**, **Call Runner** (ice, mixers, glassware) or **Call Security**.

END OF NIGHT

6. **Close the table.** Booking → **Payments** → **View Full Tab Details** → **Close Tab**. All payments must be settled first.

WHY IT WORKS THIS WAY

Servers serve. Bussers fulfil.

Stay in your section, selling and looking after your guests. Send for ice, mixers and glassware instead of fetching them. Faster service, higher sales, cleaner sections.

One source of truth. Everything lives in one shared view in DQ. No group chats, radios or spreadsheets.

FIND IT FAST

Your tables
Swipe right on a table

Seat a guest
Open the booking → **Seat Booking**

Included items
Table → **Details** tab

Take payment
Booking → **Payments** → **Add Payment**

Request payment
Tab screen → **Request**

Manager, Runner, Security
Call Staff Bottom centre of the table screen

TRY IT NOW · ON THE DEMO BOOKING

Seat the demo booking → request one included item → **Call Runner** → show a **QR Code** payment.

NEED HELP?

Call Staff on the table screen: call a Manager, Runner or Security.

Help Center: feedback.getdqd.com