● RUNNER / BUSSER DQ Core staff training · 5-minute read

Runner / Busser

Also covers Dispense / Bar

Keep every order moving: first in, first out, 3 minutes or less.

YOUR ROLE IN ONE LINE

You prepare, fetch and deliver, so servers never have to leave their section.

YOUR SHIFT, STEP BY STEP

BEFORE SERVICE

1. **Open the Orders board.** Keep **Orders** open, ideally on a tablet at the bar or dispense point.
2. **Put it on your lock screen.** Optional: **…** on Orders → **Launch Dashboard** shows the live order on your lock screen.

DURING SERVICE

3. **Move every order.** Tap the button on each card: **Pending** → **Preparing** → **Ready** → **Delivered**. Long-press a card for all options.
4. **Watch the wait line.** The coloured line under each card shows how long it has waited. It's full at 12 minutes.
5. **Accept runner requests.** In **Notifications**, tap **Accept** so the waiter knows you're on it.
6. **Work the Run List.** Tap **Run List** at the top of Orders for items to run and requests.

WHY IT WORKS THIS WAY

Servers serve. Bussers fulfil.

You're the engine. Servers stay with their guests; you bring the ice, glassware, mixers and deliveries. Work first-in, first-out and aim for 3 minutes or less per order.

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

FIND IT FAST

Orders board
Orders tab

All order options
Long-press an order card

Items to run, requests
Run List (top of Orders)

Runner requests
Notifications → **Accept**

Lock-screen board
Orders → **…** → **Launch Dashboard**

TRY IT NOW · ON THE DEMO BOOKING

Move the demo order through **Preparing**, **Ready** and **Delivered**, then accept a runner request.

NEED HELP?

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

Help Center: feedback.getdqd.com