



Fiap Systems

Restaurant & Hospitality Management

Run your dining room, kitchen and bar from one screen, take orders, fire them to the kitchen instantly, settle bills, and let customers reserve and pre-order online.

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SECTION 1

Built for Restaurants, Cafés, Bars & Hospitality Venues

Run your dining room, kitchen and bar from one screen, take orders, fire them to the kitchen instantly, settle bills, and let customers reserve and pre-order online.

The Restaurant & Hospitality edition connects the dining room, the kitchen and the bar. Staff take orders at the table, fire them instantly to a kitchen screen, control discounts and freebies, split and settle bills, and let customers browse the menu, reserve and pre-order online. It fits restaurants, cafés, snack bars, lounges and bars of any size.

The problems it removes

- Paper tickets and shouted orders get lost between the floor and the kitchen, slowing service and causing mistakes.
- No real control over discounts, freebies and cancelled items, money leaks with no record of who approved what.
- Reservations, walk-ins and table availability tracked in a notebook, leading to double-bookings and no-shows.
- Customers can't see your menu or book a table without phoning, and you have no easy way to take Mobile Money payments.

SECTION 2

What This Edition Does

Everything below is built in and ready to use from day one, grouped by the part of your work it handles.

Tables & Floor Plan

- Visual floor-plan grid showing every table at a glance with colour-coded status
- Real-time status: Available (green), Occupied (red), Reserved (yellow), Cleaning (orange)
- Organise tables into zones, Indoor, Outdoor, VIP, Bar, and filter by section
- Set each table's number and seating capacity, shown on the table card
- Tap a table to start a new order or open the active one
- Live updates the moment an order is placed or a table is cleared

Menu Management

- Build your menu with item name, description, price and photo
- Organise by category: Appetizers, Main Course, Desserts, Beverages, Sides, Specials
- Toggle items available/unavailable for seasonal or sold-out dishes
- Mark items as featured or special
- Search and filter by category, with quick price edits
- Enable or disable many items at once

Order Taking

- Start an order by tapping the guest's table
- Browse or search the menu and add items, adjusting quantities
- Attach special instructions per item (e.g. "no onions", "extra spicy")
- Add more items to an active order at any time
- Clear order-status flow: Pending, Preparing, Ready, Served, Completed
- Orders link directly to the table so nothing is misattributed

Live Kitchen Display (KDS)

- Send orders to a live Kitchen Display Screen the moment they're placed
- Each ticket shows table number, items, special instructions and time since ordered
- Kitchen marks "Start Preparing" then "Mark Ready" as food progresses
- New orders appear automatically, no refreshing needed
- Run it on a dedicated kitchen tablet or screen for hands-free tracking

Billing & Checkout

- Generate a bill from any occupied table showing items, quantities, subtotal, tax and total
- Add a tip (percentage or fixed amount) and apply discounts
- Split the bill, check out specific items separately across guests
- Accept Cash, Card, Mobile Money or Bank Transfer
- Settle the bill, auto-reset the table to Available and print a receipt
- Discounts are capped at the order total to prevent revenue manipulation

Void & Comp Control

- Log every voided or complimentary item for full accountability
- Capture the reason, amount, who performed it and who approved it
- Manager view of void/comp statistics, counts and total value by type
- Cancelled held orders are recorded in the Audit Log; nothing is charged in error
- Voids flow through to your finance reports

Held Orders / Parking

- Park any in-progress order with one click when guests step away or wait for their party
- Add a note explaining the hold (e.g. "Waiting for 2 more guests", "Guest went to ATM")
- Parked orders are saved centrally and can be recalled from any terminal
- Held orders keep all items, quantities, instructions and the assigned table
- Sidebar badge shows how many orders are currently parked
- Parked food is NOT sent to the kitchen until recalled, preventing early cooking
- Managers can cancel, transfer to another table, or filter parked orders; automatic expiry warning

Reservations

- Record reservations with guest name, phone, party size, date, time and notes
- Assign a fitting table, it's automatically marked Reserved
- Track status: Confirmed, Seated, Completed or No-Show
- See upcoming bookings at a glance to manage the day

Food Costing & Recipes

- Build a recipe for each menu item from your raw ingredients
- Know the true cost to make every dish, not just its selling price, and your margin
- Ingredients are deducted from stock automatically each time a dish is sold
- A warning at checkout if you are short of an ingredient, so stock never goes negative
- Reuses the same Ingredients and Recipes tools; dishes without a recipe simply draw down their own stock

SECTION 3

Reaching Customers Online

Beyond your front desk, the system gives the people you serve a way to reach you online, and to pay.

Online & self-service

- Public online menu customers can browse from their phone, no login needed
- Online table reservations submitted directly to your reservations list
- On mobile, customers can pre-select menu items so the order total travels with the reservation
- Pay by Mobile Money (MoMo), a confirmed payment marks the reservation as Confirmed automatically
- Reservation requests are rate-limited to protect against abuse

SECTION 4

Everything Else Your Business Gets

Whichever edition you run, the same dependable business tools come built in, so the whole operation lives in one place.

People & Payroll

- Staff directory with roles, branches and salary details
- Monthly payroll with automatic tax and contribution calculations
- Printable individual payslips and a monthly payroll report
- Quick-PIN logins for fast, secure access at shared terminals
- Staff performance reviews with ratings, review periods and employee sign-off

Money & Accounting

- A proper double-entry ledger that does the books automatically
- Profit & Loss statement and Balance Sheet, with no accounting expertise needed
- Expense tracking by category and vendor
- Every sale, payment and expense posts to the books in real time

Insight & Reports

- Dashboards with revenue trends, top items and category breakdowns
- Monthly financial summaries and payroll breakdowns
- Export any report to a spreadsheet for your accountant

Multi-Branch & Control

- Run several locations under one account, each with its own stock, staff and reports
- In-app notifications, internal staff messaging and broadcast announcements
- Secure document storage and a full audit log of who changed what

Branding & Settings

- Your business name, logo and brand colours on screens and receipts
- Set your currency, timezone, language and receipt message
- Configure Mobile Money keys and email, all in one place

SECTION 5

Built for Your Region

- Fully bilingual **English and French**, each staff member picks their own language
- Prices and reports in **FCFA (XAF)** and other currencies
- **Mobile Money** (MTN MoMo and Orange Money), plus cash, card and bank transfer, online payments are verified with the provider before being marked paid
- Runs **in the cloud, offline on a desktop, and on phones**, offline installs sync automatically when connected

SECTION 6

Smart Automation & AI Assistant

The system can watch for things happening in your business and act on them automatically, following simple “when this happens → do that” rules that you control. Everything it does is logged, and anything that touches money or stock is prepared as a draft for a person to approve.

Examples

- Stock runs low → a purchase order is drafted automatically for a manager to approve
- A payment or fee becomes overdue → a reminder is sent
- An appointment or booking is coming up → an automatic WhatsApp reminder goes out

An optional built-in assistant can answer questions about your business in plain language and, when enabled, help carry out tasks. Every action it proposes lands in an Approvals Inbox where a manager signs off first, nothing touches money or stock without human approval.

SECTION 7

Security & Reliability

- Your business's data is fully isolated and private from every other business
- Role-based access means people only see and do what their job allows
- Payments are confirmed with the provider before being credited
- Secure logins, with a quick-PIN option for shared terminals and protection against repeated wrong-password attempts
- A complete audit trail records who changed what
- Sensitive settings, such as payment keys, are encrypted
- The offline desktop edition keeps working without internet and syncs safely when reconnected

SECTION 8

Ways to Run Fiap Systems

The same edition can be delivered in the way that best fits your connectivity and budget.

Option	How it runs	Best for
Cloud	Hosted online; open in any browser; always up to date; includes the mobile app	Businesses with reliable internet that want zero setup
Offline + Cloud Sync	Installed on your own computers; works fully offline and syncs to the cloud automatically when connected; unlimited computers; includes mobile	Most businesses, resilience offline with the convenience of the cloud
Standalone Desktop	Installed on one computer; works entirely offline; desktop only	Locations where internet is unreliable or not needed

Onboarding, staff training and ongoing support are available to get your team productive quickly.

Why Fiap Systems

Fiap Systems gives you a single, connected, bilingual platform tailored to Restaurants, Cafés, Bars & Hospitality Venues, and ready to run online, offline or on a phone.

Instead of stitching together separate tools, you get one system where the numbers always agree, the busywork runs itself, and everyone, from the front desk to the owner, has exactly the access they need. We would be glad to arrange a tailored demonstration using examples from your own operation.

Next step

- Request a live demonstration tailored to your business
- Tell us your number of locations and staff for a fitting recommendation
- Choose Cloud, Offline + Sync, or Standalone Desktop with our help