



NCR Aloha Kitchen Report Guide

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About NCR Aloha Kitchen

The Aloha Kitchen reports provide vital information that allows you to analyze and gauge important aspects of your kitchen production. The reports contain selections that provide numerous reporting capabilities related to speed of service, order timing, and auditing.



Figure 1 Aloha Kitchen Product Panel Icon

To access the Aloha Kitchen reports, you must have the AK (Aloha Kitchen) icon selected in the product panel of the configuration management tool (Aloha Configuration Center or Aloha Manager), then select Reports > Kitchen and choose the report with which to work.

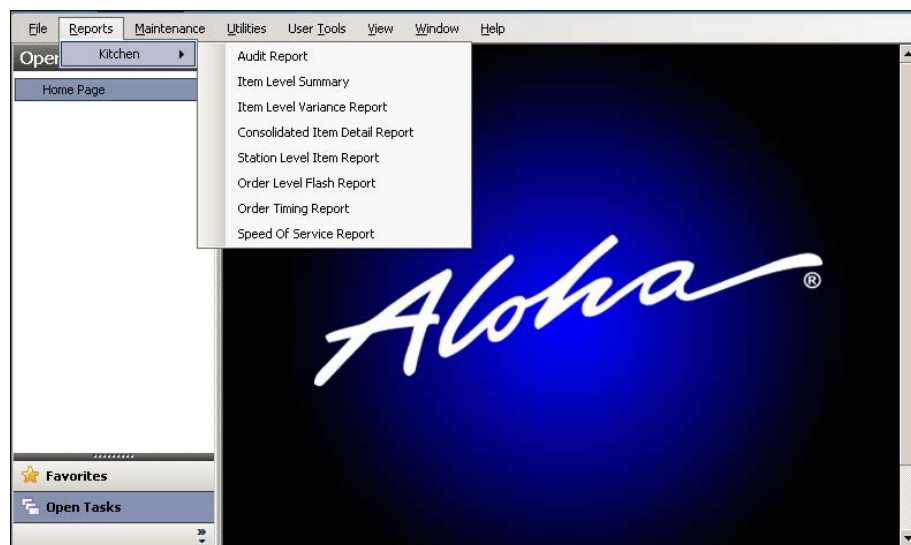


Figure 2 Reports Drop-down list

Key Benefits of the Aloha Kitchen Reports

The following is a list of the Aloha Kitchen reports available to you and their key benefits.

- Audit Report
- Item Level Summary
- Item Level Variance Report
- Consolidated Item Detail Report
- Station Level Item Report
- Order Level Flash Report
- Order Timing Report

- Speed of Service Report
- Speed of Service Interval Report

Controls on the Reports Screen

When you access and view each report initiated from the CMT, you can use the controls located at the top of the screen to provide additional functionality.

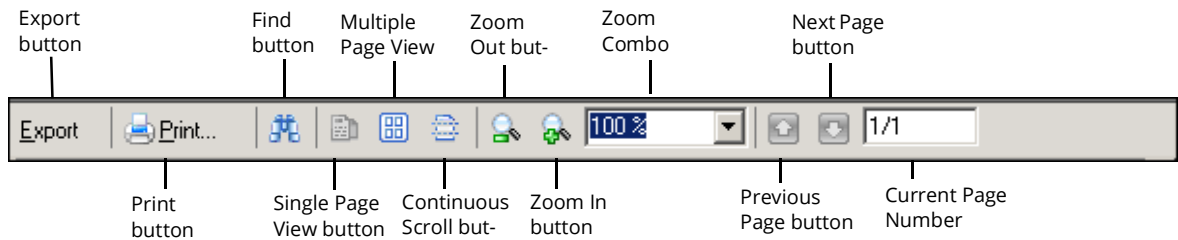


Figure 3 Controls on the Reports Screen

Export Button

Click Export to display the Save As dialog box and export the report as .pdf, .csv, .xls, or .rtf to make the report more portable and configurable. This gives you the ability to search, sort, and filter data for a variety of uses with common programs, such as MSExcel. The default file type is .pdf and the default directory is Bmp.

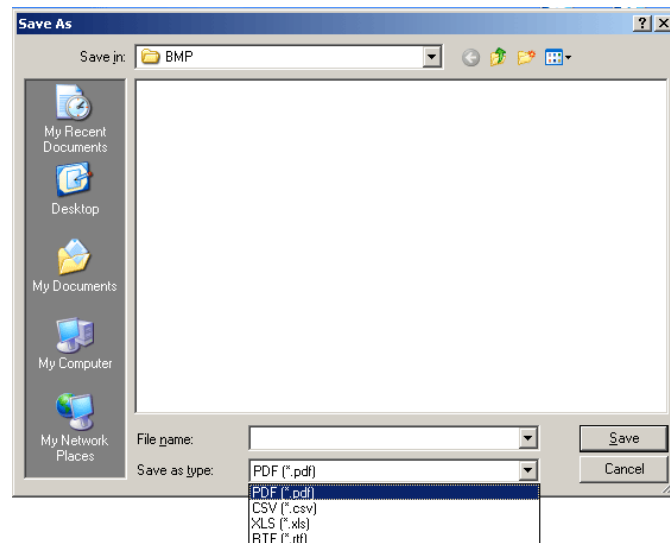


Figure 4 Save As Dialog Box

Print Button

Click Print to display the Print dialog box and print a report to the local printer.

Find Button

Click Find to display the Find dialog box and find a line item on the report.

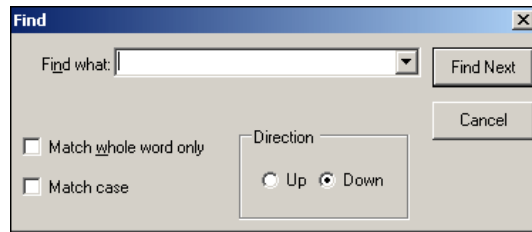


Figure 5 Find Dialog Box

Single Page View Button

Click Single Page View to view the report one page at a time.

Multiple Page View Button

Click Multiple Page View to select the number of rows and columns of pages with which you want to view the report.

Continuous Scroll Button

Click Continuous Scroll to view the report as one long continuous page.

Zoom Out Button

Click Zoom Out to increase the view of the report.

Zoom In Button

Click Zoom In to decrease the view the report.

Zoom Combo button

Select the percentage of the orientation to display the page on the screen. You can also select Page Width and Whole Page.

Previous Page Button

Click Previous Page to go back to the previous page.

Next Page Button

Click Next Page to go forward to the next page.

Current Page

Indicates the current page and the number of pages of the report, in a x/y format. To go to a certain page, type the page number in the x designation.

Close Button

Click Close to exit the report and return to the report settings screens report. The Close button is located on the bottom right of the screen.

Provide Access to Aloha Kitchen Reports

As a BOH user, you must have a sufficient security role to view and print reports in Aloha Kitchen. To do this, you must select QS, or TS, or QS/TS from the Product panel and access the Security Roles function.

To provide access to Aloha Kitchen reports:

1. Select **Maintenance > Labor > Security Roles**.
2. Select a **security role** from the drop-down list.
3. Select the **Kitchen** tab.
4. Next to the Reports option, select **View**.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for each security role that needs to access Aloha Kitchen reports.
7. Click **Close** in the Command panel to exit the **Security Roles** function.

Adding Parameters to Your Reports

Each report initiated from the CMT provides additional parameters on the report configuration settings screen which you can narrow or filter certain aspects of the report. Some reports do not offer all parameters options.

Date Tab

Use the Date tab to narrow the report by a specific range of dates.

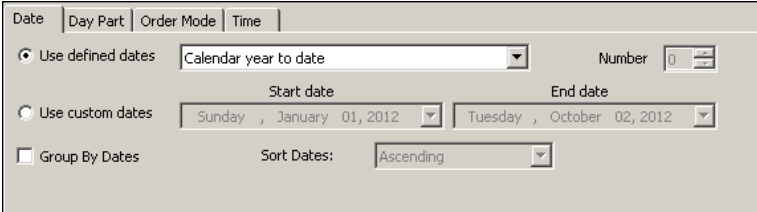
The screenshot shows a software interface for configuring report parameters. At the top, there are four tabs: 'Date', 'Day Part', 'Order Mode', and 'Time'. The 'Date' tab is currently selected. Below the tabs, there are three main options: 'Use defined dates' (selected with a radio button), 'Use custom dates' (unselected), and 'Group By Dates' (unselected checkbox). Under 'Use defined dates', there is a dropdown menu showing 'Calendar year to date' and a 'Number' input field set to '0'. Under 'Use custom dates', there are two date pickers: 'Start date' (showing 'Sunday, January 01, 2012') and 'End date' (showing 'Tuesday, October 02, 2012'). At the bottom, there is a 'Sort Dates' dropdown menu set to 'Ascending'.

Figure 6 Date Tab

Use defined dates — Allows you to select a pre-defined date parameter to use for the report. Select from the following list:

- **Current day** - Reports on the current business day.
- **Calendar month to date** - Reports from the first day of the current month to the current business day.
- **Calendar month to date last year** - Reports from the first day of the current month of the previous year, to the current business day.
- **Calendar year to date** - Reports from January 1 of the current year to the current business day.

- **Calendar year to date last year** - Reports from January 1 of the previous year to the current business day.
- **Current calendar month** - Reports on the current month.
- **Current calendar week** - Reports on the current week.
- **Current calendar year** - Reports on the current year.
- **Last number of days** - Reports on a defined number of days previous the current business day. You must specify the number of days to report from the 'Number' drop-down list.
- **Last calendar month** - Reports from the last completed month.
- **Last calendar year** - Reports from the last completed year.
- **Next number of days** - Reports on a defined number of days set in the future. You must specify the number of days to report from the 'Number' drop-down list.

Number — Specifies the number of days to report when you select 'Last number of days' and 'Next number of days' from the 'Use defined dates' drop-down list.

Use custom dates — Allows you to define a date range to use for the report. **Required Options:** You must clear 'Use defined dates' to enable this option.

Start date — Specifies the starting date to use for the custom date range. Select the date from the calendar. **Required Options:** You must select 'Use custom dates' to enable this option.

End date — Specifies the ending date to use for the custom date range. Select the date from the calendar. **Required Options:** You must select 'Use custom dates' to enable this option.

Group By Dates — Groups the data for the report by date.

Sort Dates — Sorts the grouping either by ascending (earliest first) or descending (latest first) on the report. **Required Options:** You must select 'Group By Dates' to enable this option.

Day Part Tab

Use the Day Part tab to narrow the report by a specific, or group, of consecutive day parts.

The screenshot shows a software interface with four tabs: 'Date', 'Day Part', 'Order Mode', and 'Time'. The 'Day Part' tab is selected. It contains two dropdown menus: 'Starting Day Part' with 'Breakfast' selected, and 'Ending Day Part' with 'Late Night' selected. To the right of these is a checkbox labeled 'Group By Day Parts' which is currently unchecked. Below the 'Ending Day Part' dropdown is a label 'Sort Day Parts:' followed by a dropdown menu showing 'Ascending'.

Figure 7 Day Part Tab

FOH Speed Of Service Interval			
Date Range: 8/1/2016			
FOH Speed Of Service Interval			
FOH Speed Of Service Interval for 12:1 PM			
Start Time	Trans. Count	Start-Tender	Tender-Bump
12:15 PM	1	0:07	1:06
12:30 PM	1	0:04	1:10
12:45 PM	1	0:03	1:11
TOTAL	3	0:05	1:09
Number of Non-Qualifying Orders in interval: 0			
FOH Speed Of Service Interval for 12 PM			
Start Time	Trans. Count	Start-Tender	Tender-Bump
1:00 PM	1	0:04	1:05
1:15 PM	2	0:14	1:12
TOTAL	3	0:11	1:09
Number of Non-Qualifying Orders in interval: 0			

Figure 8 Grouped by Day Part Example (FOH Speed of Service Report)

Starting Day Part — Specifies the first day part to use in a range for the report.

Ending Day Part — Specifies the last day part to use in a range for the report.

Group By Day Parts — Groups the data for the report by day part.

Sort Day Parts — Sorts the grouping on the report, either ascending (first defined day part listed first) or descending (last defined day part listed first). **Required Options:** You must select 'Group by Day Parts' to enable this option.

Order Mode Tab

Use the Order Mode tab to filter the report by a specific, or group, of order modes.

Date	Day Part	Order Mode	Time
Order Modes			
<input checked="" type="checkbox"/> Catering <input checked="" type="checkbox"/> Drive Thru <input checked="" type="checkbox"/> Eat In <input checked="" type="checkbox"/> OLO - Pickup		<input checked="" type="checkbox"/> Group By Order Modes Sort Order Modes: Ascending	

Figure 9 Order Mode Tab

FOH Speed Of Service Interval			
Date Range: 8/1/2016			
FOH Speed Of Service Interval			
FOH Speed Of Service Interval for Drive Thru			
Start Time	Trans. Count	Start-Tender	Tender-Bump
9:00 AM	1	0:04	1:26
9:15 AM	0	0:00	0:00
9:30 AM	2	0:06	47:10
9:45 AM	0	0:00	0:00
10:00 AM	0	0:00	0:00
10:15 AM	0	0:00	0:00
10:30 AM	0	0:00	0:00
10:45 AM	0	0:00	0:00
11:00 AM	1	1:16	10:01
11:15 AM	3	0:06	7:21
TOTAL	7	0:16	18:16
Number of Non-Qualifying Orders in interval: 0			
FOH Speed Of Service Interval for Drive Thru			
Start Time	Trans. Count	Start-Tender	Tender-Bump
11:30 AM	1	0:03	13:57
TOTAL	1	0:03	13:57
Number of Non-Qualifying Orders in interval: 0			

Figure 10 Grouped by Order Mode Example (FOH Speed of Service Report)

Order Modes — Specifies the defined order modes by which to filter the report.

Group by Order Modes — Groups the data for the report by order mode.

Sort Order Modes — Sorts the grouping either ascending (first defined order mode listed first) or descending (last defined order mode listed first) on the report. **Required Options:** You must select 'Group by Order Modes' to enable this option.

Time Tab

Use the Time tab to narrow the report by a specific range of time.

Date	Day Part	Order Mode	Time
Start Time:			
12:00:00 AM			
End Time:			
11:59:59 PM			

Figure 11 Time Tab

Start Time — Specifies the starting time of day by which to report.

End Time — Specifies the ending time of day by which to report.

Course Tab

Use the Course tab to group the report by courses.

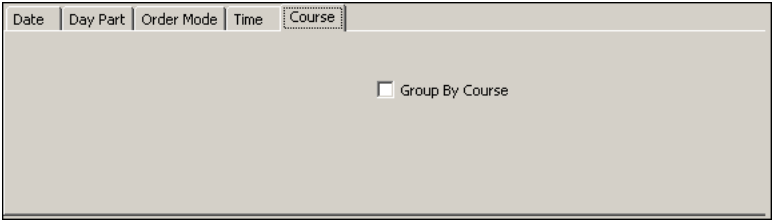


Figure 12 Course Tab

Group by Course — Prints a section, for each course.

Audit Report

The Audit report provides detailed tracking of certain actions performed in Aloha Kitchen, such as manually adjusted quote times, recalled orders, manually printed orders, and orders bumped via master bumping. A page prints for each option you select.

Select Reports > Kitchen > Audit to display the Audit report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

Figure 13 Audit Report Configuration Settings Screen

The Audit report offers the following parameters you can use:

- Narrow, group, and sort by date.
- Filter, group, and sort by day part.
- Filter, group, and sort by order mode.
- Narrow by starting and ending time of day.

Note: Refer to [“Adding Parameters to Your Reports” on page 4](#) for more information on selecting parameters for Aloha Kitchen reports.

Store — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.

Max Number of Records — Specifies the maximum number of records to include in the report. Once you reach the maximum number, the report does not include any other records.

Manager Adjusted Quote Time — Prints a separate page with each instance an employee overrode a quote time from the video screen.

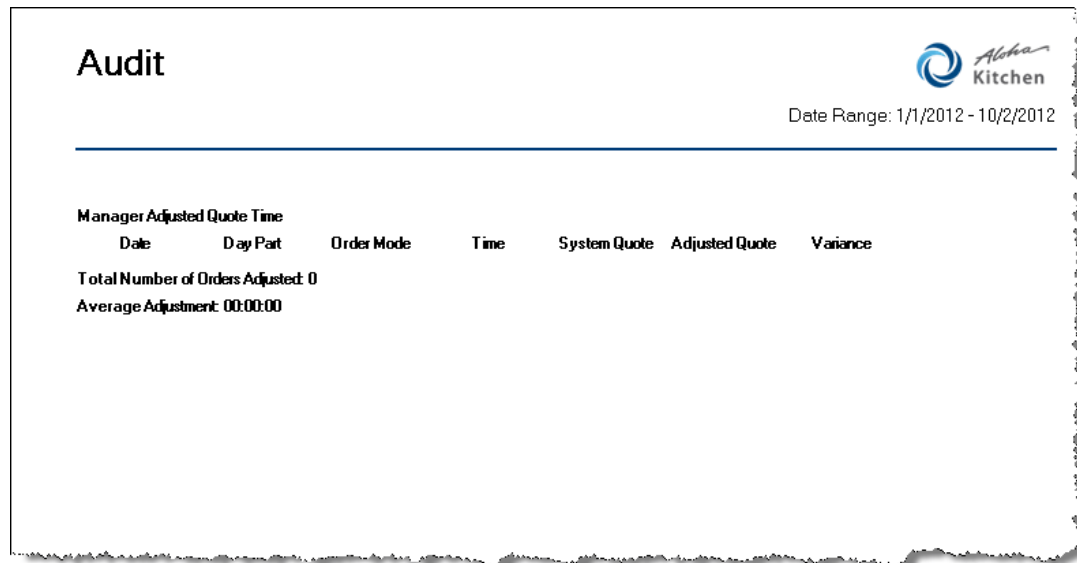
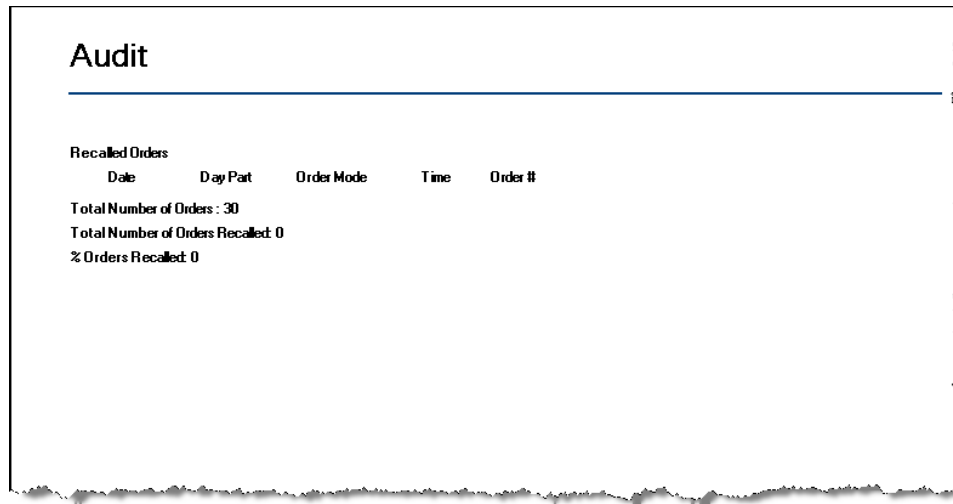


Figure 14 Manager Adjusted Quote Time Page of the Audit Report

Columns on the Manager Adjusted Quote Time Page of the Audit Report	
Date	The date the adjusted quote time occurred, based on the date, or date range, on which you are reporting.
Day Part	The day part in effect at the time the employee made the adjustment.
Order Mode	The order mode applied to the order at the time the employee made the adjustment.
Time	The time of day the quote time the employee made the adjustment.
System Quote	The defined quote time before adjustment.
Adjusted Quote	The time to which the employee manually adjusted the quote time.
Variance	The difference between the system quote time and the adjusted quote time, based on the following calculation: adjusted quote time - system quote time.
Total Number of Orders Adjusted	The total count of adjusted orders included in the date range.
Average Adjustment	The overall average variance between the system quote time and the adjusted quote time, based on the following calculation: total adjusted quote time - total system quote time.

Recalled Orders — Prints a separate page with the total amount of times an employee recalled an order.

Recalled Orders: Show Details — Displays each order an employee recalled from the video screen.



Audit				
Recalled Orders				
Date	Day Part	Order Mode	Time	Order #
Total Number of Orders : 30				
Total Number of Orders Recalled: 0				
% Orders Recalled: 0				

Figure 15 Recalled Orders Page of the Audit Report

Columns on the Recalled Orders Page of the Audit Report	
Date	The date the employee recalled the order, based on the date, or date range, on which you are reporting.
Day Part	The day part in effect at the time the employee recalled the order.
Order Mode	The order mode applied to the order at the time the employee recalled the order.
Time	The time of day at which the employee recalled the order.
Order #	The order number of the check.
Total Number of Orders	The total count of orders included in the date range.
Total Number of Orders Recalled	The total count of recalled orders included in the date range.
% Orders Recalled	The percentage of recalled orders, based on the following calculation: total number of recalled orders / total number of orders.

Manually Printed Orders — Prints a separate page with the total amount of times an employee selected an order to print from the video screen.

Manually Printed Orders: Show Details — Displays each order which an employee printed from the video screen.

Audit				
Printed Orders				
Date	Day Part	Order Mode	Time	Order #
1/26/2012	Late Night	Eat In	9:30 PM	10008
Total Number of Orders : 30				
Total Number of Orders Printed: 1				
% Orders Printed: 3				

Figure 16 Printed Orders Page of the Audit Report

Columns on the Printed Orders Page of the Audit Report	
Date	The date the employee printed the order, based on the date, or date range, on which you are reporting.
Day Part	The day part in effect at the time the employee printed the order.
Order Mode	The order mode applied to the order at the time the employee printed the order.
Time	The time of day at which the employee printed the order.
Order #	The order number of the check.
Total Number of Orders	The total count of orders included in the date range.
Total Number of Orders Printed	The total count of printed orders included in the date range.
% Orders Printed	The percentage of printed orders, based on the following calculation: total number of orders printed / total number of orders.

Master Bumped Orders — Prints a separate page with the total amount of times employees bumped orders from a kitchen station configured for master bumping. Master bumping allows you to bump orders from one station which causes all other stations to bump the order from their station.

Master Bumped Orders: Show Details — Displays each order which an employee bumped from a kitchen station configured for master bumping.

Audit				
Master Bumped Orders				
Date	Day Part	Order Mode	Time	Order #
5/15/2012	Lunch	Eat In	11:06 AM	10001
5/15/2012	Lunch	Eat In	11:09 AM	10003
5/10/2012	Afternoon	QLO - Pickup	3:13 PM	10006
Total Number of Orders : 30				
Total Number of Orders Master Bumped: 3				
% Orders Master Bumped: 10				

Figure 17 Master Bumped Orders Page of the Audit Report

Columns on the Master Bumped Orders Page of the Audit Report	
Date	The date the employee bumped the order via master bumping, based on the date, or date range, on which you are reporting.
Day Part	The day part in effect at the time the employee bumped the order via master bumping.
Order Mode	The order mode applied to the order at the time the employee bumped the order via master bumping.
Time	The time of day the employee bumped the order via master bumping.
Order #	The order number of the check.
Total Number of Orders	The total count of orders included in the date range.
Total Number of Orders Bumped	The total count of orders bumped via master bumping included in the report.
% Orders Master Bumped	The percentage of orders the employee bumped the order via master bumping, based on the following calculation: total number of orders bumped / total number of orders.

Item Level Summary

The Item Level Summary report lists the average time it took to prepare all orders for each day part, grouped by course.

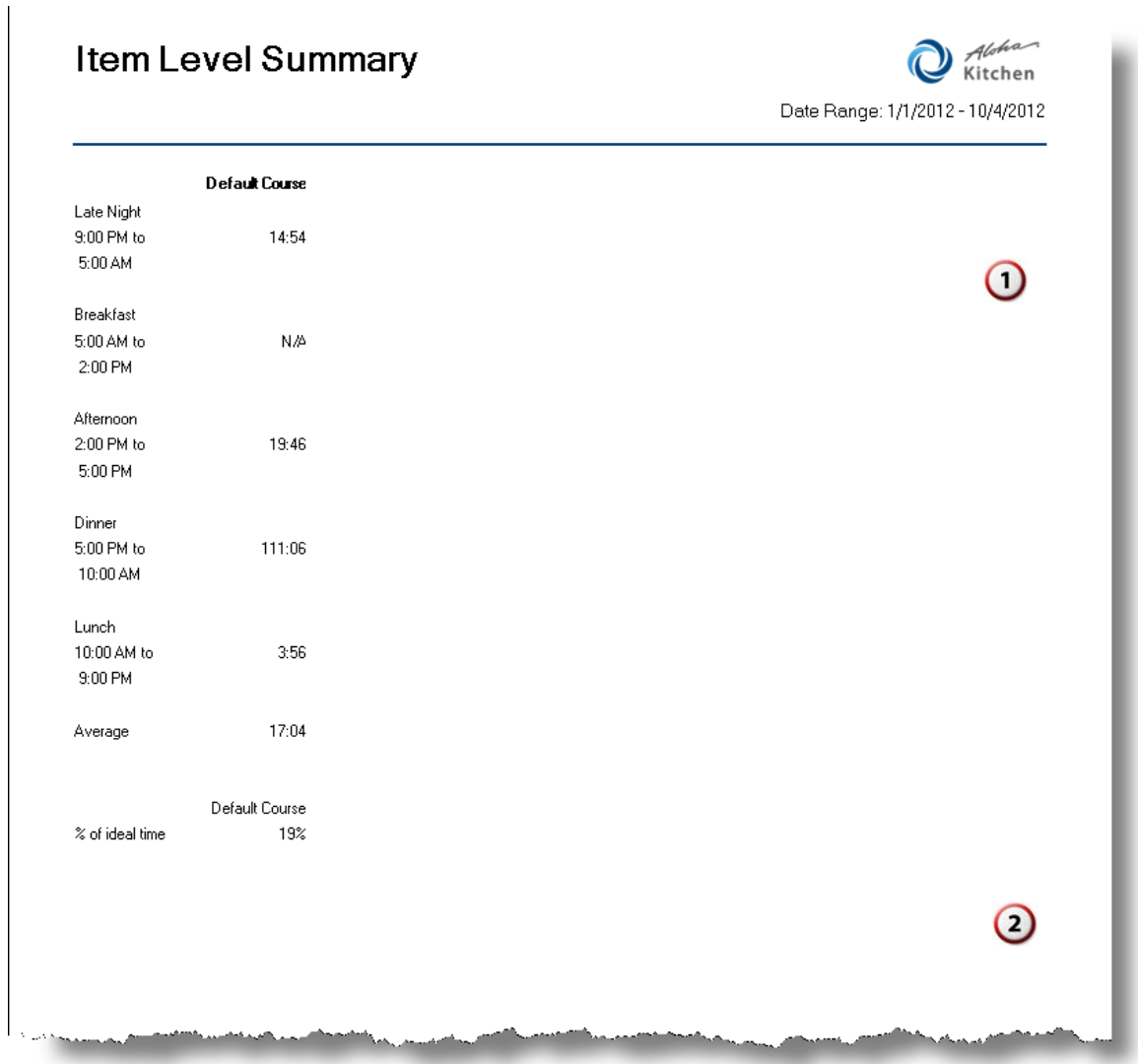


Figure 18 Item Level Summary Report

% of ideal time	Default Course	Sonic Default	Drink Only	DT Drink Only	Drive Thru	Phone In
	N/A	17%	15%	3%	13%	0%

Figure 19 Item Level Summary Report (Last Page)

Key Elements on the Item Level Summary Report	
1	The average time it took to prepare all items ordered during each day part, by course, based on the date, or date range, on which you are reporting.
2	The total average time it took to prepare all items for all day parts, by course.
3	The variance between the actual prepared time against the defined item cook time defined in Item Cook Time Maintenance, based on the following calculation: actual item cook time / defined item cook time. The ideal time appears for each course.

Select Reports > Kitchen > Item Level Summary to display the Item Level Summary report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

Figure 20 Item Level Summary Report Configuration Settings Screen

The Item Level Summary report offers the 'Narrow by date' parameter.

Note: Refer to [“Adding Parameters to Your Reports” on page 4](#) for more information on selecting parameters for Aloha Kitchen reports.

Store — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.

Exclude Items from Category — Specifies the category of items to optionally exclude from the calculation of this report. You must create a category in Maintenance > Menu > Categories and add the items you want to include.

Item Level Variance Report

The Item Level Variance report displays such things as the difference between the actual prepared time against the cook time defined for the item in Item Cook Time Maintenance, the order mode applied to the order at the time the employee entered the order, the total count of the item ordered, and many more. Additionally, you can exclude items from the report, using a category and display only orders bumped over or under a defined threshold.

Item Level Variance

Date Range: 1/1/2013 - 5/1/2013

Date	Day Part	Order Mode	Item ID	Item	Item Count	Ideal Time	Average Cook Time	Variance
4/22/2013	Breakfast	Stall	27500	Sonic	2	00:00:00	00:47:22	00:47:22
4/22/2013	Dinner	Stall	27360	Bcn	1	00:00:00	00:00:21	00:00:21
4/22/2013	Lunch	Order Mode 0	27360	Bcn	4	00:00:00	00:01:16	00:01:16
4/22/2013	Lunch	Order Mode 0	27460	Crispy Chicken	1	00:00:00	00:00:38	00:00:38
4/22/2013	Lunch	Order Mode 0	9590	Grilled Cheese	2	00:00:00	00:00:28	00:00:28
4/22/2013	Lunch	Order Mode 0	27520	Grilled Chicken	4	00:00:00	00:00:24	00:00:24
4/22/2013	Lunch	Order Mode 0	8980	Jr Cheese Burger	16	00:00:00	00:00:25	00:00:25
4/22/2013	Lunch	Order Mode 0	31600	Jr Deluxe	10	00:00:00	00:01:29	00:01:29
4/22/2013	Lunch	Order Mode 0	8890	Jr Double	46	00:00:00	00:00:49	00:00:49
4/22/2013	Lunch	Order Mode 0	992810	MD Limeade	5	00:00:00	00:00:06	00:00:06
4/22/2013	Lunch	Order Mode 0	992700	MD Soda	12	00:00:00	00:00:20	00:00:20
4/22/2013	Lunch	Order Mode 0	9490	MD Tater Tots	12	00:00:00	00:00:20	00:00:20
4/22/2013	Lunch	Order Mode 0	3720	PC Mustard	1	00:00:00	00:00:13	00:00:13
4/22/2013	Lunch	Order Mode 0	30440	Reg All	1	00:00:00	00:00:15	00:00:15
4/22/2013	Lunch	Order Mode 0	30450	Reg New York	3	00:00:00	00:00:15	00:00:15
4/22/2013	Lunch	Order Mode 0	992704	RT Soda	7	00:00:00	00:00:25	00:00:25
4/22/2013	Lunch	Order Mode 0	27010	Sonic Bacon	28	00:00:00	00:00:48	00:00:48
4/22/2013	Lunch	Order Mode 0	27500	Sonic	56	00:00:00	00:00:38	00:00:38
4/22/2013	Lunch	Order Mode 0	27290	SS Bacon Dbl	22	00:00:00	00:00:52	00:00:52
4/22/2013	Lunch	Order Mode 0	27510	SS Double	2	00:00:00	00:00:20	00:00:20
4/22/2013	Lunch	Counter	27290	SS Bacon Dbl	1	00:00:00	00:03:54	00:03:54
4/22/2013	Lunch	Counter	27510	SS Double	4	00:00:00	00:04:13	00:04:13
4/22/2013	Lunch	Drive Thru	13760	Apples	1	00:00:00	00:00:04	00:00:04
4/22/2013	Lunch	Drive Thru	8660	Chicken Strip	1	00:00:00	00:01:14	00:01:14
4/22/2013	Lunch	Drive Thru	36280	Grilled Chicken	10	00:00:00	01:28:48	01:28:48
4/22/2013	Lunch	Drive Thru	8980	Jr Cheese Burger	2	00:00:00	00:04:36	00:04:36
4/22/2013	Lunch	Drive Thru	8890	Jr Double	3	00:00:00	00:04:36	00:04:36
4/22/2013	Lunch	Drive Thru	240	MD Cherry	3	00:00:00	00:00:02	00:00:02

5/15/2012	Lunch	OLO - Pickup	100260	Zinger Tower	1	00:00:00	00:01:23	00:01:23	10005
5/10/2012	Lunch	OLO - Pickup	100260	Zinger Tower	1	00:00:00	00:12:11	00:12:11	10005
5/10/2012	Afternoon	Eat In	100260	Zinger Tower	1	00:00:00	00:01:41	00:01:41	10008
1/26/2012	Dinner	Catering	100260	Zinger Tower	1	00:00:00	00:46:59	00:46:59	10007
5/10/2012	Lunch	OLO - Pickup	100260	Zinger Tower	1	00:00:00	00:12:25	00:12:25	10004
5/10/2012	Lunch	Catering	100260	Zinger Tower	1	00:00:00	00:12:05	00:12:05	10002
1/26/2012	Dinner	Eat In	100260	Zinger Tower	1	00:00:00	04:23:31	04:23:31	10002
1/26/2012	Dinner	Eat In	100260	Zinger Tower	1	00:00:00	04:23:39	04:23:39	10001
5/10/2012	Afternoon	Eat In	100260	Zinger Tower	1	00:00:00	00:00:34	00:00:34	10007
1/26/2012	Dinner	Eat In	100260	Zinger Tower	1	00:00:00	00:47:16	00:47:16	10005
5/10/2012	Lunch	Eat In	100260	Zinger Tower	1	00:00:00	00:11:44	00:11:44	10003
Total Number of Items Ordered: 233									
Total Unique Items Ordered: 33									

Figure 22 Item Level Variance Report - Last Page

Columns on the Item Level Variance Report	
Date	The date the employee entered the order for the item, based on the date, or date range, on which you are reporting. The date displays 'All' when items are consolidated.
Day Part	The day part in effect at the time the employee entered the order. The day part displays 'All' when items are consolidated.
Order Mode	The order mode applied to the order at the time the employee entered the order. The order mode displays 'All' when items are consolidated.
Item ID	The ID associated for the item.
Item	The name of the item.
Item Count	The total count of the item ordered. The count displays '1' when items are not consolidated.
Ideal Time	The item cook time of the item, as defined in Item Cook Time Maintenance.
Average Cook Time	The average time it took to prepare the item, based on the following calculation: total cook times / total count of items. If items are consolidated, the average times of each consolidated items are combined.
Variance	The variance between the actual prepared time against the defined item cook time, based on the following calculation: average cook time - ideal time.
Under	
Total Number of Items Ordered	The total count of items included in the report.
Total Unique Items Ordered	The total count of non-identical items included in the report.

Select Reports > Kitchen > Item Level Summary to display the Item Level Summary report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

Figure 23 Item Level Variance Report Settings Configuration Screen

The Item Level Variance report offers the following parameters:

- Narrow, group, and sort by date.
- Filter, group, and sort by day part.
- Filter, group, and sort by order mode.
- Narrow by starting and ending time of day.

Note: Refer to [“Adding Parameters to Your Reports” on page 4](#) for more information on selecting parameters for Aloha Kitchen reports.

Store — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.

Consolidate Items — Combines like items on the report.

Exclude Items from Category — Specifies the category of items to exclude from the calculation of this report. You must create a category in Maintenance > Menu > Categories and add the items you want to include.

Group Box: Filter Order

Use the Filter Orders group box to include only orders bumped over or under a specified number of minutes.

Orders Bumped Over ___ minutes — Includes only the orders which were bumped past a specified number of minutes. Type the threshold in the text box.

Orders Bumped Under ___ minutes — Includes only the orders which were bumped before a specified number of minutes. Type the threshold in the text box.

Consolidated Item Detail Report

The Consolidated Level Item report displays a consolidated (or unconsolidated) list of items with the difference between the actual prepared time against the cook time defined in Item Cook Time Maintenance. The report also displays the maximum and minimum time of a single instance it took to prepare an item.

	Number	Ideal Time	Average Time	Variance	Maximum Time	Minimum Time
3 Pc Chicken	3	0:00	1:01	1:01	1:34	0:12
Apples	13	0:00	0:03	0:03	0:14	0:00
Bcn	23	0:00	38:44	38:44	174:05	0:00
BLT Sandwich	3	0:00	1:33	1:33	3:17	0:00
Ched R Bites	1	0:00	0:00	0:00	0:00	0:00
Chicken Strip	16	0:00	35:48	35:48	56:56	0:04
Corn Dog	1	0:00	0:00	0:00	0:00	0:00
Crispy Chicken	13	0:00	1:12	1:12	3:19	0:00
Crispy Chicken	3	0:00	2:05	2:05	3:12	1:07
Foot Long 1/4lb	7	0:00	1:34	1:34	3:21	0:24
Foot Long Hat	1	0:00	0:27	0:27	0:27	0:27
FT New York	1	0:00	0:00	0:00	0:00	0:00
Gift Card Reload	3	0:00	23:41	23:41	44:12	0:07
Grilled Cheese	7	0:00	2:53	2:53	7:38	0:02
Grilled Chicken	19	0:00	48:19	48:19	88:48	0:01
Grilled Chicken	12	0:00	3:37	3:37	18:21	0:00
Jr Burger	1	0:00	0:02	0:02	0:02	0:02
Jr Cheese Burger	24	0:00	0:58	0:58	4:20	0:01
Jr Deluxe Burger	1	0:00	8:31	8:31	8:31	8:31
Jr Deluxe	25	0:00	2:00	2:00	18:21	0:00
Jr Double	65	0:00	3:46	3:46	192:39	0:01
LG Popcorn	1	0:00	0:14	0:14	0:14	0:14
LG Slush	1	0:00	0:01	0:01	0:01	0:01
LG Soda	4	0:00	0:10	0:10	0:34	0:01
MD Cherry	8	0:00	0:03	0:03	0:15	0:00
MD Chili Cheese	15	0:00	7:43	7:43	87:42	0:13
MD Diet	3	0:00	0:23	0:23	0:33	0:04
MD Float	3	0:00	0:27	0:27	1:09	0:06
MD French Fries	16	0:00	43:54	43:54	230:12	0:03

Figure 24 Consolidated Item Level Report Example


Consolidated Item Detail						
						
Date Range: 1/1/2013 - 5/1/2013						
	Number	Ideal Time	Average Time	Variance	Maximum Time	Minimum Time
3 Pc Chicken	1	0:00	0:12	0:12		0:12
3 Pc Chicken	1	0:00	1:38	1:38		
3 Pc Chicken	1	0:00	1:34	1:34	1:34	
Apples	1	0:00	0:13	0:13		
Apples	1	0:00	0:01	0:01		
Apples	1	0:00	0:01	0:01		
Apples	1	0:00	0:14	0:14	0:14	
Apples	1	0:00	0:01	0:01		
Apples	1	0:00	0:03	0:03		
Apples	1	0:00	0:02	0:02		
Apples	1	0:00	0:00	0:00		0:00
Apples	1	0:00	0:01	0:01		
Apples	1	0:00	0:00	0:00		
Apples	1	0:00	0:01	0:01		
Apples	1	0:00	0:01	0:01		
Apples	1	0:00	0:03	0:03		
Bcn	1	0:00	1:53	1:53		
Bcn	1	0:00	0:12	0:12		
Bcn	1	0:00	0:19	0:19		
Bcn	1	0:00	0:07	0:07		
Bcn	1	0:00	3:41	3:41		
Bcn	1	0:00	7:37	7:37		
Bcn	1	0:00	0:05	0:05		
Bcn	1	0:00	1:23	1:23		
Bcn	1	0:00	0:00	0:00		0:00
Bcn	1	0:00	3:19	3:19		
Bcn	1	0:00	117:29	117:29		
Bcn	1	0:00	88:55	88:55		
Bcn	1	0:00	117:24	117:24		

Figure 25 Consolidated Item Level Report Example (Unconsolidated)

Columns on the Consolidated Item Detail Report	
Item (not displayed)	The name of the item.
Number	The number of times customers ordered the item during the date, or date range, on which you are reporting.
Ideal Time	The item cook time of the item, as defined in Item Cook Time Maintenance. If items are consolidated, the time is combined.
Average Time	The average time it took to prepare the item, based on the following calculation: total preparation time / total number of items. If items are consolidated, the time is combined.

Columns on the Consolidated Item Detail Report	
Variance	The variance between the actual prepared time against the defined item cook time defined in Item Cook Time Maintenance, based on the following calculation: average time / ideal time.
Maximum Time	The highest amount of time it took to prepare the item.
Minimum Time	The lowest amount of time it took the prepare the item.

Select Reports > Kitchen > Consolidated Item Detail to display the Consolidated Item Detail report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

Figure 26 Consolidated Item Detail Report Settings Configuration Screen

The Consolidate Item Detail report offers the following parameters you can use:

- Narrow, group, and sort by date.
- Filter by day part.
- Filter by order mode.
- Narrow by starting and ending time of day.
- Group by course.

Note: Refer to [“Adding Parameters to Your Reports” on page 4](#) for more information on selecting parameters for Aloha Kitchen reports.

Store — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.


Consolidate Items — Combines like items on the report.

Exclude Items from Category — Specifies the category of items to exclude from the calculation of this report. You must create a category in Maintenance > Menu > Categories and add the items you want to include.

Station Level Item Report

The Station Level Item Report displays such things as ideal time, cook time, variance, and order number, by kitchen station. Use this report to monitor the progress of each station.

Station Level Item



Date Range: 1/1/2012 - 10/3/2012

Catering

	Ideal Time	Cook Time	Variance	Time	Order
Reg Burger	0:00	13:06	13:06	10:18 AM	10002
Zinger Tower	0:00	13:06	13:06	10:18 AM	10002
Mini Fillet	0:00	13:06	13:06	10:18 AM	10002
Twister	0:00	13:06	13:06	10:18 AM	10002
Zinger Burger	0:00	13:06	13:06	10:18 AM	10002
Salsa Twister	0:00	13:06	13:06	10:18 AM	10002
Lrg Coleslaw	0:00	58:00	58:00	11:08 AM	10004
Reg Burger	0:00	58:00	58:00	11:08 AM	10004
Zinger Tower	0:00	58:00	58:00	11:08 AM	10004
Twister	0:00	58:00	58:00	11:08 AM	10004
Zinger Burger	0:00	58:00	58:00	11:08 AM	10004
Cali Chicken	0:00	58:00	58:00	11:08 AM	10004
Roast Turkey	0:00	58:00	58:00	11:08 AM	10004
Rueben	0:00	58:00	58:00	11:08 AM	10004
Lrg BBQ Beans	0:00	58:00	58:00	11:08 AM	10004
Reg BBQ	0:00	58:00	58:00	11:08 AM	10004
Reg Coleslaw	0:00	58:00	58:00	11:08 AM	10004
Cali Chicken	0:00	3:32	3:32	9:29 PM	10010
Roast Turkey	0:00	3:32	3:32	9:29 PM	10010
Veggie Wrap	0:00	3:32	3:32	9:29 PM	10010
Rueben	0:00	3:32	3:32	9:29 PM	10010
Cali Chicken	0:00	34:53	34:53	9:33 PM	10013
Rueben	0:00	34:53	34:53	9:33 PM	10013
Roast Turkey	0:00	34:53	34:53	9:33 PM	10013
Veggie Wrap	0:00	34:53	34:53	9:33 PM	10013
Roast Turkey	0:00	34:53	34:53	9:33 PM	10013

Chicken

	Ideal Time	Cook Time	Variance	Time	Order
Reg Fries	0:00	1:42	1:42	10:18 AM	10001

Figure 27 Station Level Item Report Example

Columns on the Station Level Item Report	
Item (not displayed)	The name of the item ordered from the applicable station, based on the date, or date range, on which you are reporting and the station from which the employee placed the order.
Ideal Time	The item cook time of the item, as defined in Item Cook Time Maintenance.
Cook Time	The actual cook time it took to prepare the item.

Columns on the Station Level Item Report	
Variance	The variance between the actual cook time against the defined item cook time, based on the following calculation: cook time - ideal time.
Time	The time employee placed the order for the item, based on the date, or date range, on which you are reporting.
Order	The order number of the order that included the item.

Select Reports > Kitchen > Station Level Item Report to display the Station Level Item report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

Figure 28 Station Level Item Report Configuration Settings Screen

The Station Level Item report offers parameters that allow you to use custom dates, group by dates, and sort the dates in ascending or descending order.

Note: Refer to [“Adding Parameters to Your Reports” on page 4](#) for more information on selecting parameters for Aloha Kitchen reports.

Store — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.

Group By — Determines how the report is grouped. Select from the following:

- **Station** - Groups the report by kitchen station.
- **Day Part** - Groups the report by day part.
- **None** - Does not group the report.

Sort By — Determines how the report is sorted. Select from the following:

- **Time** - Sorts the report by time.
- **Station** - Sorts the report by kitchen station.
- **Item** - Sorts the report by item.

Exclude Zero Cook Time Items — Does not include items which have zero cook times defined in Maintenance > Menu > Item Cook Times.

Exclude Items from Category — Specifies the category of items to exclude from the calculation of this report. You must create a category in Maintenance > Menu > Categories and add the items you want to include.

Order Level Flash Report

The Order Level Flash Report allows you to display two sections that give you a glance at the progress of your kitchen. The Under Bump Variance section monitors the variance between the average preparation and bump time for orders to show how long items remain in the kitchen. The Order Time Analysis section displays the percentage of orders, by a time interval, in comparison to all other orders for the selected date range.

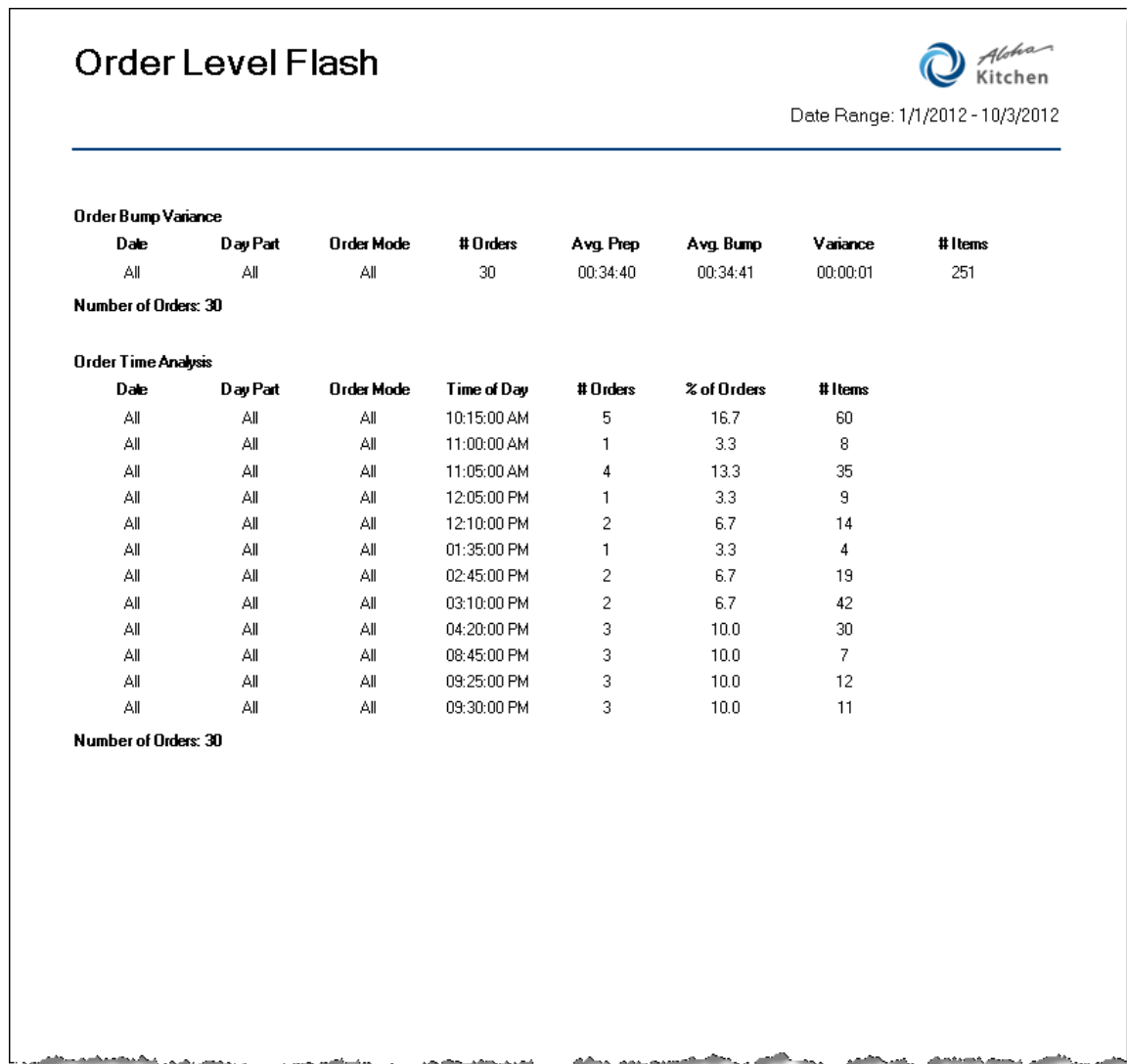


Figure 29 Order Level Flash Report Example

Columns on the Order Level Flash Report	
Order Bump Variance	
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting. The date displays as 'All' when the report is not grouped by date.
Day Part	The day part in effect during which the employee entered the order. The day part displays as 'All' when the report is not grouped day part.
Order Mode	The order mode applied to the order at the time the employee entered the order. The order mode displays as 'All' when the report is not grouped by order mode.
# Orders	The total count of orders entered.
Avg Prep	The average preparation time of items, based on the following calculation: preparation time / number of items.
Avg Bump	The average bump time of items, based on the following calculation: bump time / number of items.
Variance	The difference between average preparation time and average bump time, based on the following calculation: average bump time - average preparation time.
# Items	Total count of items included on the order.
Number of Orders	Total count of orders across all dates.
Order Time Analysis	
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting. The date displays as 'All' when the report is not grouped by date.
Day Part	The day part in effect during which the employee entered the order. The day part displays as 'All' when the report is not grouped day part.
Order Mode	The order mode applied to the order at the time the employee entered the order. The order mode displays as 'All' when the report is not grouped by order mode.
Time of Day	The time of day the employee entered the order.
# Orders	The total count of orders entered.
% of Orders	The percentage of orders entered for the selected date, based on the following calculation: number of orders for the selected date / total number of orders for the selected date range.
# Items	Total count of items included on the order.
Number of Orders	Total count of orders across all dates.

Select Reports > Kitchen > Order Level Flash to display the Order Level Flash report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

Figure 30 Order Level Flash Report Configuration Settings Screen

The Order Level Flash report offers the following parameters you can use:

- Narrow, group, and sort by date.
- Filter, group, and sort by day part.
- Filter, group, and sort by order mode.
- Narrow by starting and ending time of day.

Note: Refer to [“Adding Parameters to Your Reports” on page 4](#) for more information on selecting parameters for Aloha Kitchen reports.

Store — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.

Order Bump Variance — Includes an Order Bump Variance section on the report that allows you to monitor the variance between the average preparation and bump time for orders.

Order Time Analysis Interval — Includes an Order Time Analysis section on the report that allows you monitor the percentage of orders by a time interval, in comparison to all other orders for the selected date range.

Group Box: Filter Orders

Use the Filter Orders group box to include only orders bumped over or under a specified number of minutes.

Orders Bumped Over __ minutes — Includes only the orders which were bumped passed a specified number of minutes. Type the threshold in the text box.

Orders Bumped Under __ minutes — Includes only the orders which were bumped before a specified number of minutes. Type the threshold in the text box.

Order Timing Report

The Order Timing Report gauges the speed of your kitchen and displays two separate set of metrics pertaining to the time orders are activated and to the time they were bumped. You can define specific time intervals, in whole minutes, to display the number of orders in the kitchen during those intervals and define thresholds, in whole minutes, to display the percentage of orders in the kitchen active during that threshold.

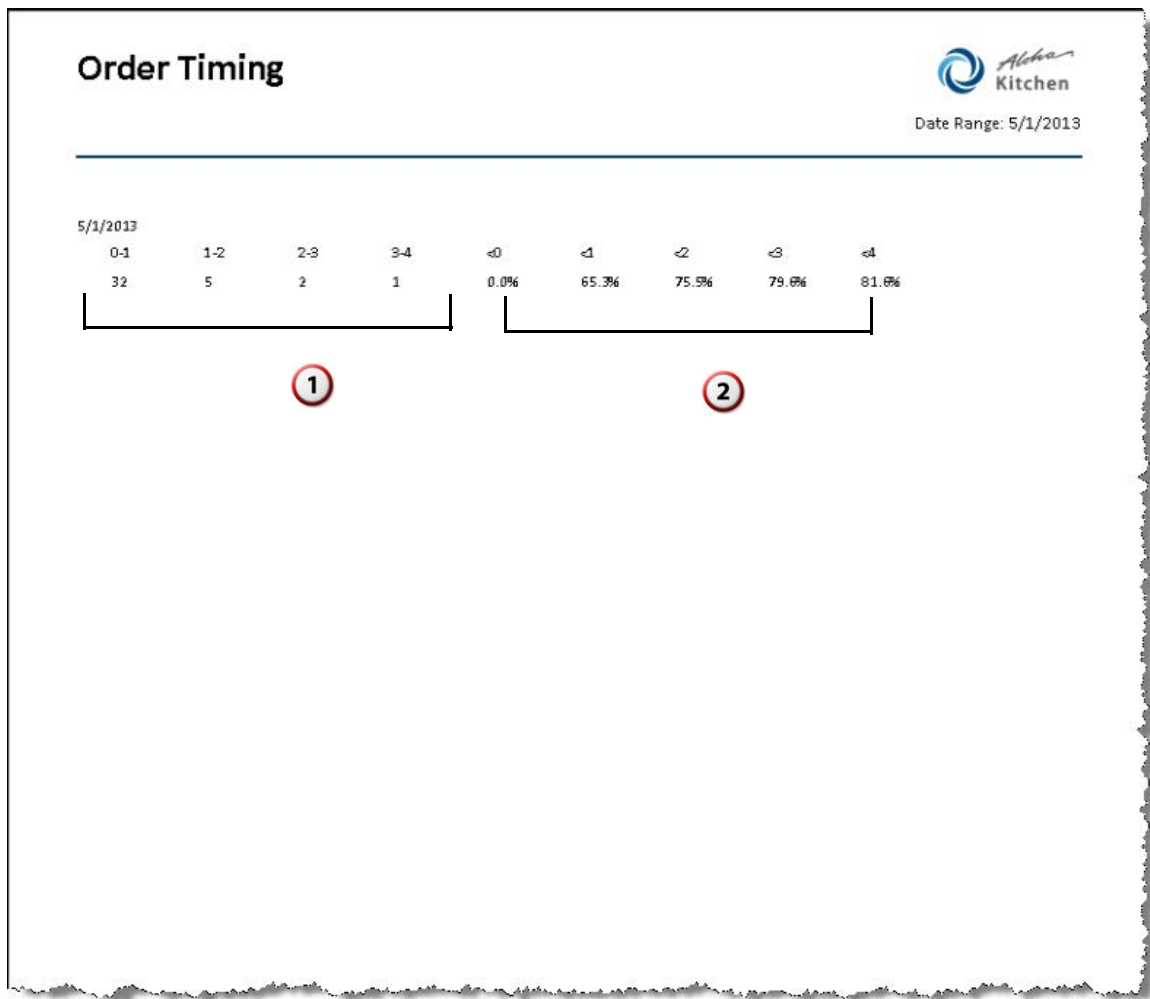


Figure 31 Order Timing Report Example

Key Elements on the Item Level Summary Report	
①	The total number of orders bumped under each defined threshold, in minutes.
②	The percentage of orders bumped in the kitchen under each defined threshold, in minutes, specific, based on the following calculation: total number of orders \ total number of orders bumped under the threshold.

Select Reports > Kitchen > Order Timing Report to display the Order Timing report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

Figure 32 Order Timing Report Configuration Settings Screen

The Order Timing report offers the following parameters you can use:

- Narrow, group, and sort by date.
- Group by course.

Note: Refer to [“Adding Parameters to Your Reports” on page 4](#) for more information on selecting parameters for Aloha Kitchen reports.

Store — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.

Time Breakdown — Defines specific time intervals, in whole minutes, to display the number of orders in the kitchen, based on the following calculation for each time interval: time the order was bumped - time the order was activated. Enter intervals in a sequence, such as 0, 1, 2, 3, and more. The system takes the two consecutive breakdowns to create the interval.

For example: You have a breakdown of 0, 1, 2, and 3. The report displays the number of orders active between 0 to 1 minutes, 1 to 2 minutes, and 2 to 3 minutes. If the individual times of 5 orders are 0.5 (30 seconds), 0.75 (45 seconds), 1.5 (1 minute, 30 seconds), 2.25 (2 minutes, 15 seconds), and 2.5 (2 minutes, 30 seconds), the report displays the following:

0-1	1-2	2-3
2	1	2

This means out of 5 orders, 2 orders took less than one minute, 1 order took between 1 to 2 minutes, and 2 orders took between 2 to 3 minutes, from activation to bump.

Time Thresholds — Defines specific time thresholds, in whole minutes, to display the percentage of orders in the kitchen, based on the following calculation: total number of orders \ total number of orders bumped under the threshold.

For example: You have thresholds of 1, 2, and 3. If the individual times of 5 orders are 0.5 (30 seconds), 0.75 (45 seconds), 1.5 (1 minute, 30 seconds), 2.25 (2 minutes, 15 seconds), and 2.5 (2 minutes, 30 seconds), the report displays the following:

1	2	3
40%	60%	100%

This means 40% of the orders (2 out of 5 orders) took less than one minute, 60% of the orders (3 out of 5 orders) took less than 2 minutes, and 100% of the orders (5 out of 5 orders) took less than 3 minutes, from activation to bump.

Speed of Service Report

The Speed of Service report includes metrics and vital information pertaining to the speed of service of your kitchen. A page prints for each section you enable from the individual tabs.

Select Reports > Kitchen > Speed of Service Report to display the Speed of Service report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

Figure 33 Speed of Service Report Configuration Settings Screen

The Speed of Service report offers the following parameters you can use:

- Narrow, group, and sort by date.
- Filter, group, and sort by day part.
- Filter, group, and sort by order mode.
- Narrow by starting and ending time of day.
- Group by course.

Note: Refer to [“Adding Parameters to Your Reports” on page 4](#) for more information on selecting parameters for Aloha Kitchen reports.


Store — Indicates the ID and unit name of the store. If the store displayed is not the store you want to report, select the correct store from the drop-down list. You can generate a report for only one store at a time.

Max Number of Records — Specifies the maximum number of records to include in the report. Once you reach the maximum number, the report does not include any other records.

Sections	Quote Time	Order Time Graphs	Station Production Summary
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☒ Longest Order Time ☒ Longest Orders Also Over Quote

☒ Shortest Order Time ☒ Average Order Time

Speed of Service						
				Date Range: 1/1/2012 - 10/5/2012		
Longest Order Times						
Date	Time In	Time Out	Total Time	Day Part	Order Mode	Order #
1/26/2012	1:38 PM	9:32 PM	07:54:47	Late Night	Eat In	10001
1/26/2012	2:49 PM	10:00 PM	07:10:33	Late Night	OLO - Pickup	10003
1/26/2012	2:47 PM	9:32 PM	06:45:07	Late Night	Eat In	10002
5/10/2012	10:18 AM	3:15 PM	04:56:48	Afternoon	Eat In	10003
5/15/2012	11:08 AM	12:06 PM	00:58:00	Lunch	Eat In	10004
5/15/2012	11:08 AM	12:06 PM	00:57:50	Lunch	Eat In	10005
5/15/2012	11:06 AM	12:04 PM	00:57:22	Lunch	Eat In	10002
1/26/2012	8:45 PM	9:32 PM	00:47:30	Late Night	Eat In	10005
1/26/2012	8:45 PM	9:32 PM	00:47:18	Late Night	Eat In	10006
1/26/2012	8:45 PM	9:33 PM	00:47:13	Late Night	Eat In	10007
1/26/2012	9:33 PM	10:08 PM	00:35:05	Late Night	Eat In	10012
1/26/2012	9:33 PM	10:08 PM	00:35:05	Late Night	Eat In	10011
1/26/2012	9:33 PM	10:08 PM	00:34:53	Late Night	Eat In	10013
5/10/2012	10:18 AM	10:31 AM	00:13:12	Lunch	Eat In	10001
5/10/2012	10:18 AM	10:31 AM	00:13:06	Lunch	Eat In	10002
5/15/2012	11:03 AM	11:16 AM	00:12:43	Lunch	Eat In	10001
5/10/2012	10:19 AM	10:31 AM	00:12:31	Lunch	Eat In	10004
5/10/2012	10:19 AM	10:31 AM	00:12:18	Lunch	Eat In	10005
5/10/2012	4:23 PM	4:34 PM	00:11:18	Afternoon	Eat In	10009
5/10/2012	4:23 PM	4:34 PM	00:11:10	Afternoon	Eat In	10010
5/10/2012	3:13 PM	3:23 PM	00:10:01	Afternoon	Eat In	10007

35

5/10/2012	4:23 PM	4:34 PM	00:11:18	Afternoon	Eat In	10009
5/10/2012	4:23 PM	4:34 PM	00:11:10	Afternoon	Eat In	10010
5/10/2012	3:13 PM	3:23 PM	00:10:01	Afternoon	Eat In	10007
5/15/2012	11:08 AM	11:18 AM	00:10:01	Lunch	Eat In	10003
5/10/2012	4:23 PM	4:33 PM	00:10:01	Afternoon	Eat In	10008
1/26/2012	9:29 PM	9:39 PM	00:10:00	Late Night	Eat In	10009
5/15/2012	12:07 PM	12:17 PM	00:10:00	Lunch	Eat In	10006
1/26/2012	9:28 PM	9:32 PM	00:03:55	Late Night	Eat In	10008
1/26/2012	9:29 PM	9:32 PM	00:03:32	Late Night	Eat In	10010
5/10/2012	3:13 PM	3:15 PM	00:02:22	Afternoon	OLO - Pickup	10006
5/15/2012	12:11 PM	12:11 PM	00:00:42	Lunch	Catering	10008
5/15/2012	12:10 PM	12:10 PM	00:00:01	Lunch	Eat In	10007
Average Time for Longest Order Times: 01:12:28						
Average Time for all Orders on Date Range: 01:12:28						
Percent of Orders Identified on Report: 100%						

Figure 36 Speed of Service Report Example - Longest Order Times Page (Last Page)

Columns on the Speed of Service Report - Longest Order Times Page	
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting. The date is sorted by the longest cook time.
Time In	The time of day which the item first entered the kitchen.
Time Out	The time of day which the employee bumped the item and it left the kitchen.
Total Time	The total time the item was in the kitchen, based on the following calculation: time out - time in.
Day Part	The day part in effect during which the employee entered the order.
Order Mode	The order mode applied to the order at the time the employee entered the order.
Order #	The order number of the check.
Average Time for Longest Order Times	The average cook time, based on the following calculation: total time / count of all items.
Average Time for all Orders on Date Range	
Percent of Orders Identified on Report	

Shortest Order Time — Prints a page displaying information on orders, sorted by the longest cook time.

Speed of Service

Shortest Order Times

Date	Time In	Time Out	Total Time	Day Part	Order Mode	Order #
5/15/2012	12:10 PM	12:10 PM	00:00:01	Lunch	Eat In	10007
5/15/2012	12:11 PM	12:11 PM	00:00:42	Lunch	Catering	10008
5/10/2012	3:13 PM	3:15 PM	00:02:22	Afternoon	OLO - Pickup	10006
1/26/2012	9:29 PM	9:32 PM	00:03:32	Late Night	Eat In	10010
1/26/2012	9:28 PM	9:32 PM	00:03:55	Late Night	Eat In	10008
5/15/2012	12:07 PM	12:17 PM	00:10:00	Lunch	Eat In	10006
1/26/2012	9:29 PM	9:39 PM	00:10:00	Late Night	Eat In	10009
5/15/2012	11:08 AM	11:18 AM	00:10:01	Lunch	Eat In	10003
5/10/2012	4:23 PM	4:33 PM	00:10:01	Afternoon	Eat In	10008
5/10/2012	3:13 PM	3:23 PM	00:10:01	Afternoon	Eat In	10007
5/10/2012	4:23 PM	4:34 PM	00:11:10	Afternoon	Eat In	10010
5/10/2012	4:23 PM	4:34 PM	00:11:18	Afternoon	Eat In	10009
5/10/2012	10:19 AM	10:31 AM	00:12:18	Lunch	Eat In	10005
5/10/2012	10:19 AM	10:31 AM	00:12:31	Lunch	Eat In	10004
5/15/2012	11:03 AM	11:16 AM	00:12:43	Lunch	Eat In	10001
5/10/2012	10:18 AM	10:31 AM	00:13:06	Lunch	Eat In	10002
5/10/2012	10:18 AM	10:31 AM	00:13:12	Lunch	Eat In	10001
1/26/2012	9:33 PM	10:08 PM	00:34:53	Late Night	Eat In	10013
1/26/2012	9:33 PM	10:08 PM	00:35:05	Late Night	Eat In	10011
1/26/2012	9:33 PM	10:08 PM	00:35:05	Late Night	Eat In	10012
1/26/2012	8:45 PM	9:33 PM	00:47:13	Late Night	Eat In	10007
1/26/2012	8:45 PM	9:32 PM	00:47:18	Late Night	Eat In	10006
1/26/2012	8:45 PM	9:32 PM	00:47:30	Late Night	Eat In	10005
5/15/2012	11:06 AM	12:04 PM	00:57:22	Lunch	Eat In	10002
5/15/2012	11:08 AM	12:06 PM	00:57:50	Lunch	Eat In	10005
5/15/2012	11:08 AM	12:06 PM	00:58:00	Lunch	Eat In	10004
5/10/2012	10:18 AM	3:15 PM	04:56:48	Afternoon	Eat In	10003
1/26/2012	2:47 PM	9:32 PM	06:45:07	Late Night	Eat In	10002
1/26/2012	2:49 PM	10:00 PM	07:10:33	Late Night	OLO - Pickup	10003
1/26/2012	1:38 PM	9:32 PM	07:54:47	Late Night	Eat In	10001

Average Time for Shortest Order Times: 01:12:28

Average Time for all Orders on Date Range: 01:12:28

Percent of Orders Identified on Report: 100%

Figure 37 Speed of Service Report Example - Shortest Order Times Page

Columns on the Speed of Service Report - Shortest Order Times Page	
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting. The date is sorted by the shortest cook time.
Time In	The time of day which the item first entered the kitchen.
Time Out	The time of day which the employee bumped the item and it left the kitchen.

Columns on the Speed of Service Report - Shortest Order Times Page	
Total Time	The total time the item was in the in the kitchen, based on the following calculation: time out - time in.
Day Part	The day part in effect during which the employee entered the order.
Order Mode	The order mode applied to the order at the time the employee entered the order.
Order #	The order number of the check.
Average Time for Shortest Order Times	The average cook time, based on the following calculation: total time / count of all items.
Average Time for all Orders on Date Range	
Percent of Orders Identified on Report	

Longest Orders Also Over Quote — Prints a page displaying information on only orders that are under the quote time, sorted by the longest cook time.

Speed of Service						
Longest Orders Also Over Quote Time						
Date	Total Time	Quote Time	Time Variance	Day Part	Order Mode	Order #
1/26/2012	07:54:47	1:38 PM	07:54:52	Late Night	Eat In	10001
1/26/2012	07:10:33	2:49 PM	07:10:44	Late Night	OLO - Pickup	10003
1/26/2012	06:45:07	2:47 PM	06:45:15	Late Night	Eat In	10002
5/10/2012	04:56:48	10:19 AM	04:56:47	Afternoon	Eat In	10003
5/15/2012	00:58:00	11:08 AM	00:58:00	Lunch	Eat In	10004
5/15/2012	00:57:50	11:08 AM	00:57:49	Lunch	Eat In	10005
5/15/2012	00:57:22	11:06 AM	00:57:22	Lunch	Eat In	10002
1/26/2012	00:47:30	8:45 PM	00:47:31	Late Night	Eat In	10005
1/26/2012	00:47:18	8:45 PM	00:47:20	Late Night	Eat In	10006
1/26/2012	00:47:13	8:45 PM	00:47:14	Late Night	Eat In	10007
1/26/2012	00:35:05	9:33 PM	00:35:05	Late Night	Eat In	10012
1/26/2012	00:35:05	9:33 PM	00:35:04	Late Night	Eat In	10011
1/26/2012	00:34:53	9:33 PM	00:34:53	Late Night	Eat In	10013
5/10/2012	00:13:12	10:18 AM	00:13:11	Lunch	Eat In	10001
5/10/2012	00:13:06	10:18 AM	00:13:05	Lunch	Eat In	10002
5/15/2012	00:12:43	11:06 AM	00:10:01	Lunch	Eat In	10001
5/10/2012	00:12:31	10:19 AM	00:12:30	Lunch	Eat In	10004
5/10/2012	00:12:18	10:19 AM	00:12:17	Lunch	Eat In	10005

Figure 38 Speed of Service Report Example - Longest Orders Also Over Quote Time Page

5/10/2012	00:11:10	4:23 PM	00:11:10	Afternoon	Eat In	10010
5/10/2012	00:10:01	3:13 PM	00:10:01	Afternoon	Eat In	10007
5/15/2012	00:10:01	11:08 AM	00:10:01	Lunch	Eat In	10003
5/10/2012	00:10:01	4:23 PM	00:10:01	Afternoon	Eat In	10008
1/26/2012	00:10:00	9:29 PM	00:10:03	Late Night	Eat In	10009
5/15/2012	00:10:00	12:07 PM	00:10:00	Lunch	Eat In	10006
1/26/2012	00:03:55	9:28 PM	00:04:00	Late Night	Eat In	10008
1/26/2012	00:03:32	9:29 PM	00:03:35	Late Night	Eat In	10010
5/10/2012	00:02:22	3:13 PM	00:02:21	Afternoon	OLO - Pickup	10006
5/15/2012	00:00:42	12:11 PM	00:00:42	Lunch	Catering	10008
5/15/2012	00:00:01	12:10 PM	00:00:00	Lunch	Eat In	10007
Average Time for Longest Orders Also Over Quote Time: 01:12:28						
Average Time for all Orders on Date Range: 01:12:28						
Percent of Orders Identified on Report: 100%						
Average variance for Orders on Report: 01:12:24 Over Quote Time						
Average variance for all Orders on Date Range: 01:12:24 Over Quote Time						

Figure 39 Speed of Service Report Example - Longest Orders Also Over Quote Time Page
(Continued)

Columns on the Speed of Service Report - Orders Under Quote Time Page	
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting.
Quote Time	The quote time defined for the order. Only the orders over the quote time appear on the report.
Time Variance	The difference in time, based on the following calculation: actual cook time - quote time.
Day Part	The day part in effect during which the employee entered the order.
Order Mode	The order mode applied to the order at the time the employee entered the order.
Order #	The order number of the check.
Average variance for Orders on Report	
Average variance for all Orders on Date Range	

Average Order Time — Prints a page displaying information on the average time orders were in the kitchen.

Speed of Service				
Average Order Times				
Date	Day Part	# Orders	Order Mode	Average Time
All	All	30	All	01:12:28
Average Time for all Orders on Date Range: 01:12:28				

Figure 40 Speed of Service Report - Average Order Times Page

Columns on the Speed of Service Report - Average Order Times Page	
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting.
Day Part	The day part in effect during which the employee entered the order.
# Order	The total number of orders.
Order Mode	The order mode applied to the order at the time the employee entered the order.
Average Time	The average time, based on the following calculation: total cook time / total count of orders.
Average Time for all Orders on Date Range	The average time items were in the kitchen, across all selected dates, based on the following calculation: total cook time across all dates / total count of orders across all dates.

Quote Time Tab

Use the Quote Time tab to print a page each for Orders under Quote and Orders Over Quote sections.

The screenshot shows a software interface with four tabs: 'Sections', 'Quote Time' (selected), 'Order Time Graphs', and 'Station Production Summary'. In the 'Quote Time' tab, there are two checked checkboxes: 'Orders Under Quote' and 'Orders Over Quote'. Below 'Orders Under Quote' is a label 'Under Minutes:' followed by a dropdown menu showing '15'. Below 'Orders Over Quote' is a label 'Over Minutes' followed by a dropdown menu showing '15'. At the bottom of the tab is an unchecked checkbox labeled 'Only Include Manually Set Quote Times'.

Figure 41 Speed of Service Report - Quote Time Tab

Orders Under Quote — Prints a page containing orders that prepared under the configured quote time in Quote Time Maintenance.

Under Minutes — Specifies the threshold of minutes under which orders can be prepared to appear in the section.

Speed of Service						
Orders Under Quote Time						
Date	Quote Time	Time Ready	Time Variance	Day Part	Order Mode	Order #
5/15/2012	12:10 PM	12:10 PM	00:00:00	Lunch	Eat In	10007
Average variance for Orders on Report: 00:00:00 Over Quote Time						
Average variance for all Orders on Date Range: 01:12:24 Over Quote Time						

Figure 42 Speed of Service Report - Orders Under Quote Time Page

Columns on the Speed of Service Report - Orders Under Quote Time Page	
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting. Only the orders that prepared under the quote time are included.
Quote Time	The quote time for the order, as defined in Quote Time Maintenance.
Time Ready	The time the employee bumped the item and it left the kitchen.
Time Variance	The difference in time that the order was under the quote time, based on the following calculation: time ready - quote time.
Day Part	The day part in effect during which the employee entered the order.
Order Mode	The order mode applied to the order at the time the employee entered the order.
Order #	The order number of the check.
Average variance for Orders on Report	
Average variance for all Orders on Date Range	

Orders Over Quote — Prints a page containing orders prepared over the quote time number quoted to the customer.

Over Minutes — Specifies the threshold of minutes over which orders can be prepared to appear in the section.

Speed of Service						
Orders Over Quote Time						
Date	Quote Time	Time Ready	Time Variance	Day Part	Order Mode	Order #
1/26/2012	1:38 PM	9:32 PM	07:54:52	Late Night	Eat In	10001
1/26/2012	2:49 PM	10:00 PM	07:10:44	Late Night	OLD - Pickup	10003
1/26/2012	2:47 PM	9:32 PM	06:45:15	Late Night	Eat In	10002
5/10/2012	10:19 AM	3:15 PM	04:56:47	Afternoon	Eat In	10003
5/15/2012	11:08 AM	12:06 PM	00:58:00	Lunch	Eat In	10004
5/15/2012	11:08 AM	12:06 PM	00:57:49	Lunch	Eat In	10005
5/15/2012	11:06 AM	12:04 PM	00:57:22	Lunch	Eat In	10002
1/26/2012	8:45 PM	9:32 PM	00:47:31	Late Night	Eat In	10005
1/26/2012	8:45 PM	9:32 PM	00:47:20	Late Night	Eat In	10006
1/26/2012	8:45 PM	9:33 PM	00:47:14	Late Night	Eat In	10007
1/26/2012	9:33 PM	10:08 PM	00:35:05	Late Night	Eat In	10012
1/26/2012	9:33 PM	10:08 PM	00:35:04	Late Night	Eat In	10011
1/26/2012	9:33 PM	10:08 PM	00:34:53	Late Night	Eat In	10013
Average variance for Orders on Report: 02:35:59 Over Quote Time						
Average variance for all Orders on Date Range: 01:12:24 Over Quote Time						

Figure 43 Speed of Service Report - Orders Over Quote Time Page

Columns on the Speed of Service Report - Orders Over Quote Time Page	
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting. Only the orders prepared over the quote time are included.
Quote Time	The quote time for the order, as defined in Quote Time Maintenance.
Time Ready	The time the employee bumped the item and it left the kitchen.
Time Variance	The difference in time that the order was under the quote time, based on the following calculation: time ready - quote time.
Day Part	The day part in effect during which the employee entered the order.
Order Mode	The order mode applied to the order at the time the employee entered the order.

Columns on the Speed of Service Report - Orders Over Quote Time Page	
Order #	The order number of the check.
Average variance for Orders on Report	
Average variance for all Orders on Date Range	

Only Include Manually Set Quote Times — Includes only orders in which an employee manually adjusted the quote time.

Order Time Graphs Tab

Use the Order Time Graphs tab to display a graphical pie chart of order times.

The screenshot shows a software interface with four tabs: 'Sections', 'Quote Time', 'Order Time Graphs' (which is the active tab), and 'Station Production Summary'. Inside the 'Order Time Graphs' tab, there is a checkbox labeled 'Show Order Time Graphs' that is checked. Below this checkbox is the text 'Interval:' followed by a dropdown menu that has '5' selected.

Figure 44 Speed of Service Report - Order Time Graphs Tab

Show Order Time Graphs — Prints a page displaying information on the number of orders and the percentage of orders, based on the defined interval, in the form of a pie chart.

Interval — Specifies the interval to use between time.

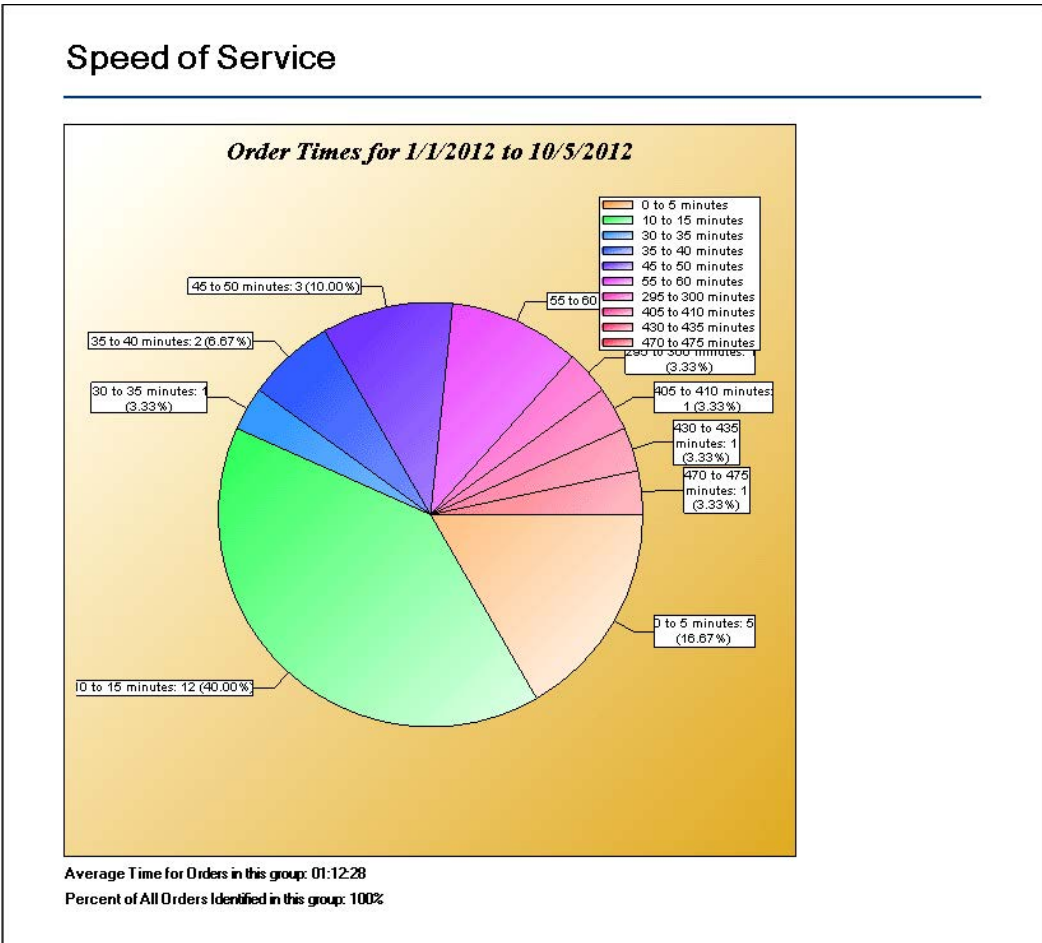


Figure 45 Speed of Service Report Example - Order Time Graphs Page

Station Production Summary Tab

Use the Station Production Summary tab to print a page displaying information on orders, based on kitchen station.

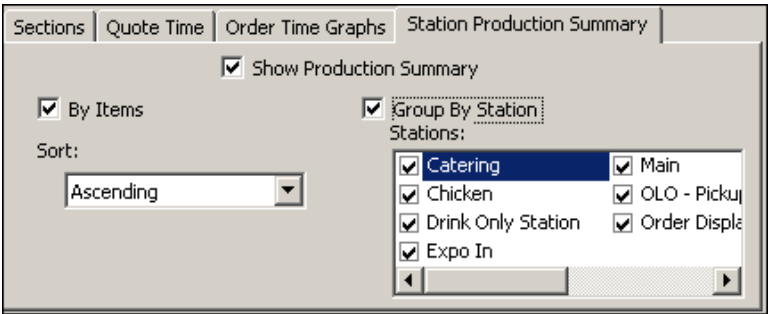


Figure 46 Speed of Service Report - Station Production Summary Tab

Show Production Summary — Includes a production summary on the page.

By Items — Sorts the production summary by item.

Sort — Determines the sort order of items. Select from the following:

- **Ascending** - Sorts items from Z to A.
- **Descending** - Sorts items from A to Z.

Group By Station — Groups the production summary by selected kitchen stations.

Speed of Service					
Station Production Summary					
Date	Station	Day Part	# Items	Order Mode	Avg. Item Time
All	Main	All	171	All	00:21:07
All	Chicken	All	40	All	00:20:30
All	OLQ - Pickup	All	92	All	00:10:41
All	Expo In	All	118	All	01:37:01
All	Catering	All	46	All	00:24:48
All	Order Display	All	91	All	00:13:35
Average Time for all Items on Date Range: 00:34:29					
Total Number of Items: 558					

Figure 47 Speed of Service Report Example - Station Production Summary Page

Columns on the Speed of Service Report - Station Production Summary Page	
Date	The date the employee entered the order, based on the date, or date range, on which you are reporting and the station from which the ordered appeared.
Station	The kitchen station from which the order appeared.
Day Part	The day part in effect during which the employee entered the order.
# Items	The count of items entered based on the date, or date range, on which you are reporting and the station from which the ordered appeared.
Order Mode	The order mode applied to the order at the time the employee entered the order.

Columns on the Speed of Service Report - Station Production Summary Page	
Avg Item Time	The average item time the order appeared at the applicable station, based on the following calculation: total time / number of items.
Average Time for all Items on Date Range	The average item time the order appeared at the applicable station and across all dates, based on the following calculation: total time across all dates / number of items across all dates.
Total Number of Items	The total count of items includes on the report, based on the date, or date range, on which you are reporting.

Speed of Service Interval Report

The Speed of Service Interval report provides statistics on the average length of time orders remain in the kitchen, as well as how long it takes to bump orders after applying payment, per each 15-minute interval. The times are calculated in seconds and then converted to minutes. The information is polled from the AK.log in the Bin directory. You can run the report from the FOH for the current day, or from the BOH for the current and prior days.

Speed of Service Interval Report from FOH

You initiate the Speed of Service Interval report in the FOH using a command button on a video screen or a bump bar. The report includes data for the current day only, which appears in 15 minute reporting intervals.

Speed of Service Interval Report Pilot			
=====			
Business Date:			
12/7/2011			
Report Generated On:			
12/7/2011 9:02 PM			
=====			
Start Time	Trans. Count	Start- -Tender	Tender- -Bump

8:30 AM	3	0:13	50:46
8:45 AM	1	0:33	45:51
9:00 AM	0	0:00	0:00
9:15 AM	0	0:00	0:00
9:30 AM	2	0:10	0:49
9:45 AM	0	0:00	0:00
10:00 AM	0	0:00	0:00
10:15 AM	0	0:00	0:00
10:30 AM	0	0:00	0:00
10:45 AM	0	0:00	0:00
11:00 AM	0	0:00	0:00
11:15 AM	2	0:12	2:43

TOTAL	8	0:15	25:39

Figure 48 Speed of Service Interval Report from FOH

Columns on the Speed of Service Interval Report from FOH	
Business Date	The business date for the report.
Report Generated On:	The date and time on which you generated the report.
Start Time	The starting time of the reporting interval. Currently the only interval is 15 minutes.

Columns on the Speed of Service Interval Report from FOH	
Trans. Count	The number of transactions that occurred during the reporting interval.
Start-Tender	The time that expired between when the item appeared on the video screen until the time you tendered the check on the POS. The calculation for each transaction is based on the difference between the first 'AddItems' time and 'ApplyPayment' time. For example, if the first 'AddItems' time is 13:11:20 and 'ApplyPayment' time is 13:11:23, the system calculates 0.03 (3 seconds). The system then adds the total seconds from all transactions within the interval and displays the average for the interval.
Tender-Bump	The time that expired between when you apply the first payment until you last bump the order. The calculation is based on the difference between the 'ApplyPayment' time and the last 'BumpOrder' time. For example, if the first 'ApplyPayment' time is 13:11:23 and the last 'BumpOrder' time is 13:12:35, the system calculates 1:12. The system then adds the total seconds from all transactions within the interval and displays the average for the interval.

You can provide access to print the Speed of Service Interval report by either adding the Reports command to a bump bar layout or to a touch screen terminal.

To add the Reports command to a bumpbar layout:

1. With Aloha Kitchen as the active product, select **Maintenance > Hardware > Bumpbar Layout**.
2. Select a **bump bar layout** from the drop-down list.
3. Select the **Design** tab.
4. Click a **command box** in the design and select **Reports** from the 'Command' drop-down list under the 'Settings' group bar.
5. Click **Save** and exit the **Bumpbar Layout** function.

To add the Reports command to a kitchen screen:

1. With Aloha Kitchen as the active product, select **Maintenance > Hardware > Kitchen Screen**.
2. Select a **kitchen screen** from the drop-down list.
3. Select the **Design** tab.
4. Select the **Commands** tab.
5. Click **Add** to add a blank record under the 'Commands' group bar.
6. Click the down arrow and select **Reports** from the drop-down list.
7. Click **Save** and exit the **Kitchen Screen** function.

Once you add the Reports command, you can print the Speed of Service Interval report.

To print the Speed of Service Interval report:

1. Locate and touch the **Reports button** on a kitchen screen or bump bar. The Reports screen appears.
2. Select **Speed of Service Interval Report**.
3. Exit the Reports screen by touching **OK** from a touch screen terminal, or by touching the **Reports command** on the bump bar again.

FOH Speed of Service Report from BOH

You initiate this Speed of Service Interval report from the Reports menu in the Back-of-House. The report collects data for the current and prior days, in reporting intervals of 15 minutes. In contrast to the Speed of Service report from the FOH, you can group and limit the data by day part and order mode.

FOH Speed Of Service Interval			
FOH Speed Of Service Interval			
Start Time	Trans. Count	Start-Tender	Tender-Bump
9:00 AM	1	0:04	1:26
9:15 AM	0	0:00	0:00
9:30 AM	2	0:06	1:50
TOTAL	3	0:06	1:42
Number of Non-Qualifying Orders in interval: 5			

Figure 49 FOH Speed of Service Interval Report from BOH

Columns on the Speed of Service Interval Report from BOH	
Start Time	The starting time of the reporting interval. Currently the only interval is 15 minutes.
Trans. Count	The number of transactions that occurred during the reporting interval.

Columns on the Speed of Service Interval Report from BOH	
Start-Tender	The time that expired between when the item appeared on the video screen until the time you tendered the check on the POS. The calculation for each transaction is based on the difference between the first 'AddItems' time and 'ApplyPayment' time. For example, if the first 'AddItems' time is 13:11:20 and 'ApplyPayment' time is 13:11:23, the system calculates 0.03 (3 seconds). The system then adds the total seconds from all transactions within the interval and displays the average for the interval.
Tender-Bump	The time that expired between when you apply the first payment until you last bump the order. The calculation is based on the difference between the 'ApplyPayment' time and the last 'BumpOrder' time. For example, if the first 'ApplyPayment' time is 13:11:23 and the last 'BumpOrder' time is 13:12:35, the system calculates 1:12. The system then adds the total seconds from all transactions within the interval and displays the average for the interval.
Number of Non-Qualifying Orders in interval	The number of orders which were not tendered at the time the report is ran. Once the order is tendered on the POS and bumped from Aloha Kitchen, the order is included in the report.

Select Reports > Kitchen > FOH Speed of Service Interval Report to display the FOH Speed of Service report configuration settings screen. Make the selections and click Generate Report to display the report. When you are finished, click Close to close the report.

The screenshot shows a software window titled "FOH Speed Of Service Interval Report". It features three tabs: "Date", "Day Part", and "Order Mode". The "Day Part" tab is currently selected. Inside this tab, there are two main configuration areas. The first area, "Limit By Day Part", has a checked checkbox and two dropdown menus: "Starting Day Part" (set to "06:00 Breakfast") and "Ending Day Part" (set to "20:00 Night"). The second area, "Group By Day Parts", also has a checked checkbox and a "Sort Day Parts" dropdown menu (set to "Ascending"). At the bottom of the window, there are two buttons: "Generate Report" on the left and "Close" on the right.

Figure 50 FOH Speed of Service Interval Report Settings

The Speed of Service report offers the following parameters you can use:

- Narrow, group, and sort by date.

- Limit, group, and sort by day part.
- Filter, group, and sort by order mode.

Note: Refer to [“Adding Parameters to Your Reports” on page 4](#) for more information on selecting parameters for Aloha Kitchen reports.

Note: To filter, group, and sort by order mode, select ‘Include sales in POS interval report’ in Maintenance > System > Order Modes > Order Mode tab.

NCR Aloha Kitchen, Report Guide

NCR welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following address:

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