

Cheat Sheet - If Something Goes Wrong

Quick fixes to keep orders flowing during service.

A) Orders not coming through

- [] Check tablet Wi-Fi (reconnect if needed).
- [] Refresh the dashboard page.
- [] Close and reopen the browser tab.
- [] Do a test order from a phone.
- [] Restart the tablet.
- [] If still down: switch to hotspot and message support.

B) QR scans but page will not load

- [] Try on mobile data (rules out venue Wi-Fi).
- [] If it works on data but not Wi-Fi: use hotspot temporarily.
- [] Ask manager to check Wi-Fi restrictions / captive portal login.

C) Dashboard is slow / freezing

- [] Confirm strong Wi-Fi signal.
- [] Close other apps/tabs.
- [] Refresh the page.
- [] Restart the tablet if needed.
- [] Keep tablet plugged in (low power can cause lag).

D) Recipe calls for something you do not have

- [] Do not guess randomly mid-service.
- [] Use an agreed house substitute (if you have one).
- [] Note the missing item and tell Custom Cocktails after service so the stock list can be updated.

E) Staff forget / guests ignore it

- [] Assign a Custom Cocktails Captain each shift.
- [] Move QR to the decision zone (menus + bar top + entrance).
- [] Use the one-liner: "Scan this - it will pick your drink for you."

F) You are slammed

- [] Tell guests: "Give us 2 minutes - it's coming."
- [] Prioritise accuracy over speed (a wrong first drink kills trust).
- [] If needed, pause prompting it for 10-15 minutes while you catch up.

Version: 14 Jan 2026 | Keep tablet online + plugged in.