

# Oracle® Hospitality Cruise Dining Management System

## Meal Count System User Guide



Release 8.0  
F13572-02  
February 2019

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Oracle Hospitality Cruise Dining Management System Meal Count System User Guide, Release 8.0

F13572-02

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# Preface

## Purpose

The purpose of this document is to provide an overview of the operations of Cruise Dining Management Meal Count System (MCS).

## Audience

This document is intended for application specialist and end-users of Oracle Hospitality Cruise Dining Management MCS.

## Customer Support

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<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- Screenshots of each step you take

## Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at <http://docs.oracle.com/en/industries/hospitality/>

## Revision History

Date	Description of Change
January 2019	Initial publication.
February 2019	Revised version number

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# 1 Welcome

The Oracle Hospitality Cruise Dining Management System (MCS) is a graphical order-display and reporting system designed to streamline operations and maximize yield by boosting operational efficiency. It is ideal for any customer looking to reduce costs, increase service levels and maximize revenues through efficient kitchen operations and optimized staff communication.

MCS provides Galley staff with a complete overview that includes the current stock on hand of prepared meals, quantity ordered per current meal period, quantity already prepared, and quantity pending preparation. In addition, the system provides visual warnings when the prepared stock runs low or is insufficient to meet the ordered quantities during the meal time.

MCS may be run as a stand-alone suite of applications, or be seamlessly integrated with MICROS and Oracle Hospitality Cruise Shipboard Property Management System (SPMS).

The system allows users to view the current status of all orders in a single glance, compare orders to historical consumption patterns, view special requests and expected/served Guest counts. All information can be distributed to different displays in different locations.

In addition to the in-service operations, MCS has comprehensive reporting tools that allows management to review service performance of waiters, and various service outlets, which will help, maximize performance and ensures that Guests are given the best possible service and dining experience.

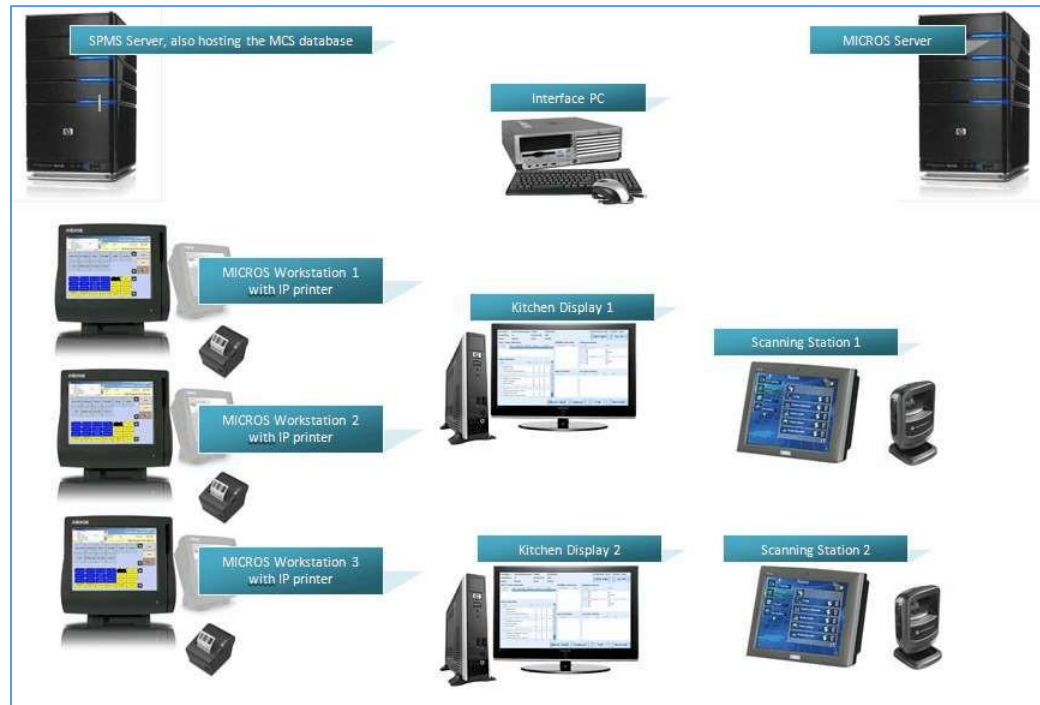
Using the MICROS Point-of-Sales (POS) system integration, waiters can place orders directly to the Galley without the need to leave their stations from a MICROS POS workstation. The various departments in the Galley can receive prep-checks printed at remote printers strategically dispersed throughout the Galley. Each prep-check details the items ordered including additional preparation instructions. The check also contains a barcode so that when the check items have been prepared, the expeditor, for example, scans it to complete the cycle. Upon immediate completion of this cycle, the MCS will update its associate display monitors located throughout the Galley with the latest meal counts.

On-screen and reports information on Guest-ordering trends based on age, gender, frequent cruiser status designation, VIP status, nationality or any other descriptive information existing within the SPMS system is available. Tracking of Guests onboard or

ashore provides Galley personnel up-to-the-minute information to assess dining traffic throughput.

Below diagram illustrates a typical MCS set up with all its hardware components.

**Figure 1-1 - MCS Hardware Components**



# 2 Operations

The following sections explain the operations of MCS.

## Display

The Display station is located in the kitchen and does not need any maintenance during the MCS operations.

Between the actual events, the display can be configured to show other valuable ship data like shore excursions or gangway status, or meal pictures of the upcoming event. The kitchen display should be constantly observed by the kitchen staff to receive information and status of all the meals.

In case major changes have been done to the display configuration inside the Meal Count Configurator, the displays need to be re-loaded via the check box in the display station configuration section.

**Figure 2-1 - Display**

The screenshot displays the MCS Configuration interface. On the left, a navigation pane shows various configuration options, with 'Display Stations' highlighted. The main area shows a table of display stations with columns for 'Enabled', 'Location', and 'Code'. A red box highlights the table content. Below the table is a dialog box titled 'Add Edit Display Station' with tabs for 'Details', 'Custom Display Pages', and 'Revenue Centers'. The 'Details' tab is active, showing fields for Code, Name, Restaurant, Computer Name, Display Type, Status, and Force Refresh. A red box highlights the 'Reload Display' checkbox at the bottom left of the dialog.

Enabled	Location	Code
<input checked="" type="checkbox"/>	El Duero D4	DISP2
<input checked="" type="checkbox"/>	El Duero D4	DISP3
<input checked="" type="checkbox"/>	El Guadiana D3	DISP4
<input checked="" type="checkbox"/>	El Guadiana D3	DISP1

**Add Edit Display Station**

Details | Custom Display Pages | Revenue Centers

Code: DISP4  
Name: ingo  
Restaurant: El Guadiana D3  
Computer Name: SV-MCS-DISP04  
Display Type: Custom Page Layout  
Status:  Enabled Force Refresh: (Sec) 60

Reload Display | Update | Close

## Meals

The Meals section is where the management enters all dishes for the different menus per itinerary. The meals are listed alphabetically and can be organized by category in the various sub folders. The Meals section offers several convenient functions.

### Sorting

To sort items, simply pull a header on which should be sorted into the upper bar.

**Figure 2-2 - Sorting**

Drag a column header here to group by that column.					
Code	Type	Description	Cost	Prep Time	Sold

### Searching

To search for a specific meal, simply enter a % sign followed by some letters into the search field. The search results will be shown in real time immediately.

**Figure 2-3 - Searching**

Drag a column header here to group by that column.					
Code	Type	Description	Cost	Prep Time	Sold
		%Slow			
BF31	Main Course	Slow roasted Strip loin of Beef	1.10	0.00	298.00
BF15	Main Course	Slow Roasted Srip Loin with Yorkshire Pudding	1.10	0.00	4,185.00
BF98	Main Course	Slow Roast Beef	1.10	0.00	394.00

### Total lines

The last line of the grid view contains total lines where the following figures are being accumulated:

- Amount of meals inside the selected folder.
- Average cost price of all meals in the selected folder.
- Total revenue of all meals sold in the selected folder.



Figure 2-4 - Total Lines

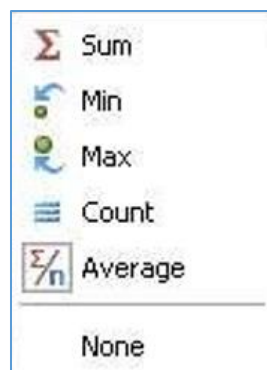
Type	Code	Description	Prep Time	Cost	Sold	Revenue
> Starter 1	App1	Carpaccio	5.00	5.00	0	0.00
Starter 1	App2	Salmon	5.00	7.00	0	0.00

2	AVG = 6.00	0
---	------------	---

A right-mouse click inside the total field, shows this menu:

Figure 2-5 - Functions



**Sum:** The sum of all figures above.

**Min:** The lowest figure of all lines above.

**Max:** The highest figure of all lines above.

**Count:** The count of all lines above.

**Average:** The average of all lines above.

**None:** Will remove the total field completely.

## Adding a folder

Highlighting the **Meals tab** and right-click on it will allow you to add a new folder. If you already have a folder for the type of menu item you want to add, you can highlight the folder and then proceed to the next step.

**Figure 2-6 – Add Folder**



Once the folder has been created, you can also rename the folder by right-clicking on the folder and select from the option.

**Figure 2-7 - Rename Folder**



## Adding Meal Items

1. To add a Meal items, highlight the desired folder in which the new Meal should be entered.

**Figure 2-8 - Adding Meals**



2. The window on the right will show all existing meals inside the selected folder.

**Figure 2-9 - Existing Meals in Folder**

Drag a column header here to group by that column						
Type	Code	Description	Prep Time	Cost	Sold	
Main Course	BF34	8oz Broiled New York Strip Steak	0.00	1.10	11,464.00	
Main Course	BF27	Beef Rib Eye steak - Cafe de Paris butter	0.00	1.10	728.00	
Main Course	BF26	Beef Tenderloin Stek w/ Frizzled Onions	0.00	1.10	345.00	
Main Course	BF29	Blakened Sirloin Steak	0.00	1.10	374.00	
Main Course	bf101	Braised Oxtail	0.00	1.10	0.00	
Main Course	BF17	Braised Short Ribs	0.00	1.10	3,107.00	

3. Click **Add** to add more items into the system.
4. At the Add/Edit Meal Item window, enter the configuration as desired:

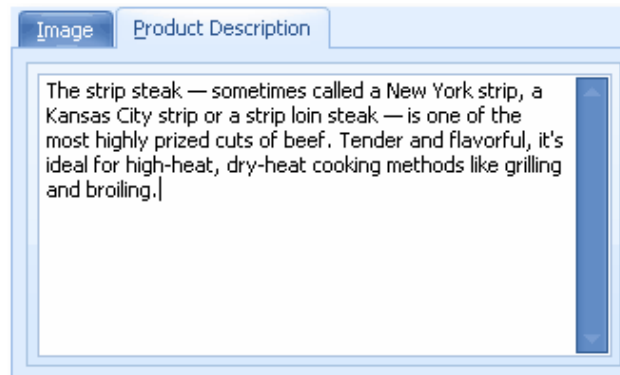
Figure 2-10 - Add New Meal Item

The screenshot shows a software window titled "Add New Meal Item". The window contains a form with the following fields and values:

Field	Value
Item Code	BF34
Item Description	8oz Broiled New York Strip Steak
Display Text	8oz Broiled New York
Meal Type	Main Course
Prep time (min)	0
Cost Value	1.10
MMS Recipe ID	0
Micros ID Number	101000012
Created By	( November 01 2009 08:06)
Last Modified By	( November 19 2009 06:49)

At the bottom of the form, there is a "Load Image" button and an image of a broiled steak with greens. To the right of the image is a "Product Description" tab. At the bottom of the window are "Apply" and "Cancel" buttons.

- **Item Code:** The item code must be unique, to clearly identify each meal item.
  - **Item Description:** The description of the meal item should fully describe the item.
  - **Display Text:** This field should hold a shorter version of the meal description for display purposes. This field is restricted to 20 characters.
  - **Meal Type:** The drop-down box, allows the user to select from a pre-defined list of meal types; Breakfast, Lunch, Dinner.
  - **Prep Time (min):** This field can hold the amount of minutes it will take to prepare this meal.
  - **Cost Value:** This field will hold the cost amount.
  - **MMS Recipe ID:** This field offers the ability to link the meal item to the Materials Management System (MMS).
  - **MICROS ID Number:** This is the menu item number from the MICROS database that links the MICROS item to the meal in MCS.
  - **Created by:** This field is filled by the system, who has created this item
  - **Last Modified by:** This field is filled by the system, who last modified this item
  - **Load Image:** This feature allows you to upload a picture showing the prepared meal. The image size should not exceed 4MB.
  - **Product description:** This fields can hold additional information about this meal, useful for the kitchen staff
5. Once the information has been completed, select **Apply**.

**Figure 2-11 - Product Description**

## Menus

The Menu option is where management assigns all meals/dishes to the menus.

### Adding A folder

Highlighting the MENUS tab and right-clicking on it allows you to add a new folder. If you already have a folder for the type of menu you want to add, you can highlight the folder and then proceed to the next step.



Once the folder has been created, you can also rename the folder.

### Adding Meals to Menus

In case changes need to be made to individual meals, the meal configuration section can be directly access through the menu set up section. There is no need to exit the menu section and access the meal section.

1. To add a new Menu, click the + sign at the upper taskbar.
  - **Menu Code:** Enter a unique code for this Menu.
  - **Meal Name:** Enter a unique name for this Menu.
  - **Number of Courses:** Enter the amount of courses this menu will contain.
  - **Menu Type:** Select from the drop-down list what kind of menu this will be.
  - **Created by:** This field is filled by the system, who has created this menu.
  - **Last Modified by:** This field is filled by the system, the person whom last modified this menu.

Figure 2-12 - Menu Details

Course	Po...	Micros ID	Item Code	Item Description	Initial W...	Critical ...	Historical	Projected %	QTY Sold
--------	-------	-----------	-----------	------------------	--------------	--------------	------------	-------------	----------

2. Once you click the **Add New Menu**, the Meal buttons will become available. Now Meals can be assigned to this new menu.
3. Click the **Insert Meal**, located at the bottom of the screen to insert the meal item in the menu.
4. At the Add New Menu window, update the **Properties, Display Locations** and **Options** tab as described below.
5. Click **Add New** when finished.

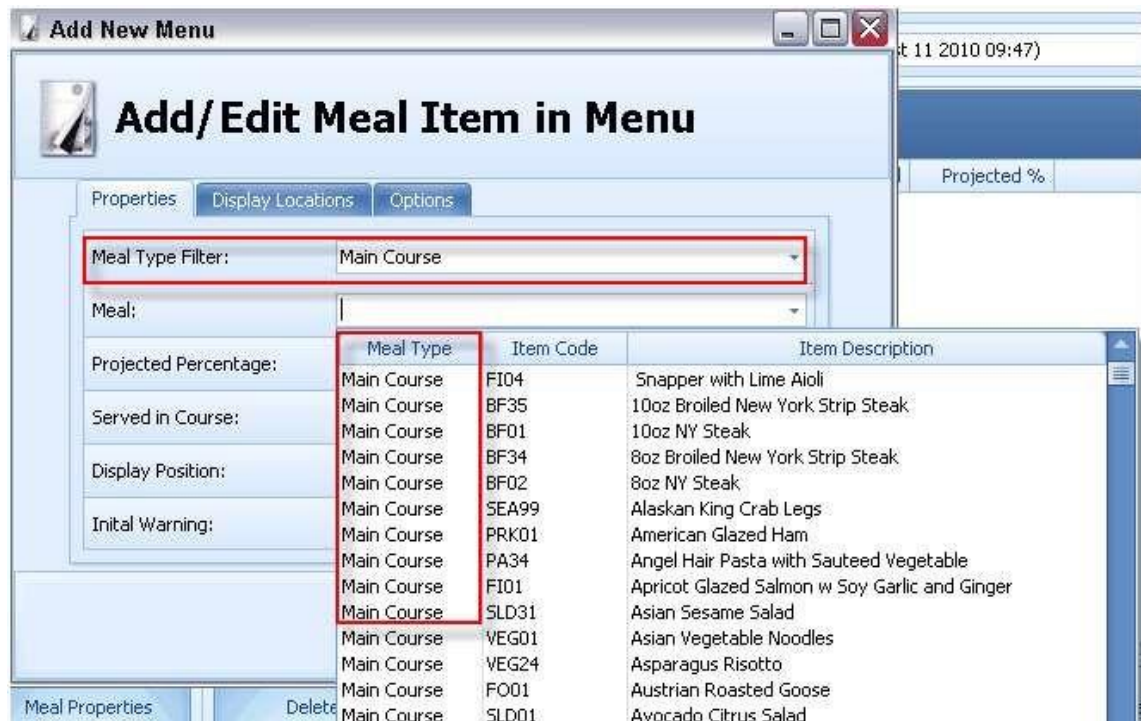
Figure 2-13 - Add New Menu



**Properties Tab.**

**Meal Type filter:** According to the pre-selection in this drop-down box, the Meal box underneath is only showing the selection accordingly.

Figure 2-14 - Add New Menu (Properties Tab)



**Meal:** Select the desired meal from the drop-down box.

**Projected Percentage:** Enter the estimated amount which will be served.

**Served in Course:** Enter the number of course in which this meal will be served.

**Display Position:** Enter the display position in which this meal should be displayed.

**Initial Warning:** The initial warning makes the "boarding lights" flash in orange if the amount prepared goes below the figure entered in this field. The Initial warning will only display if the meal page has been set up using the box configuration.

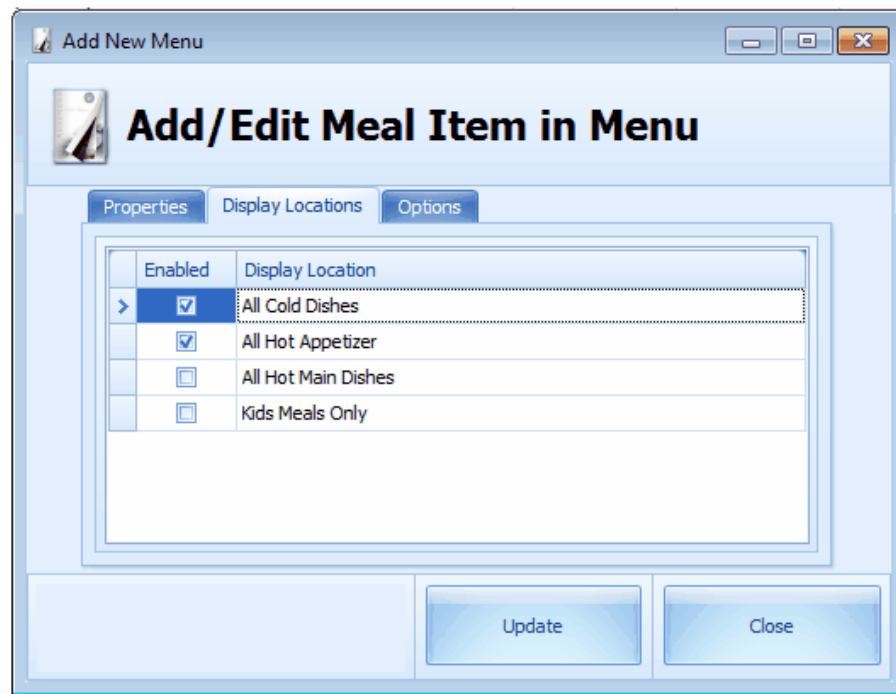
The traditional grid view does not feature the "boarding light" function.

**Critical Warning:** The critical warning is making the "boarding lights" flash in red if the amount prepared goes below the figure entered in this field. The Critical warning will only display if the meal page has been set up using the box configuration.

The traditional grid view does not feature the "boarding light" function.

### Display Locations Tab.

Figure 2-15 - Add New Menu (Display Locations Tab)



Check the **Enabled** check box where this meal should be displayed.

### Options Tab.

**Hide Item When served:** Check this option, if this meal should be stopped displaying when all counts for this meal are down to zero



**Flash Color Initial Warning:** Select the color for the warning lights when the count for this meal goes below the configured amount. Box view Display only.

**Flash Color Critical Warning:** Select the color for the warning lights when the count for this meal goes below the configured amount. Box view Display only.

Figure 2-16 - Options Tab



It is also possible to change some data fields while in grid view: The following fields can be modified while in grid view:

- Position
- MICROS ID
- Initial Warning meal count
- Critical Warning meal count
- Projected

The following fields will be filled by the system:

- Historical
- QTY sold

When leaving a field, the changes are being saved automatically.

To change the **Position number**, access the field and use the up and down arrows to move the meal to the desired position.

If the desired position is occupied by another meal, that meal will be moved one position up.

**Figure 2-17 - Position**

Position ▲	Course	Micros ID	Item Code
1 ▲	1	101000004	FI52

To sort items, simply pull a header on which should be sorted into the upper bar.

**Figure 2-18 - Sort Item**

Code	Type ▲	Description	Cost	Prep Time	Sold
Description: Slow Roasted Strip Loin with Yorkshire Pudding					

To search for a specific menu, simply enter a % sign followed by some letters into the search field. The search results will be shown in real time immediately.

**Figure 2-19 - Search Function**

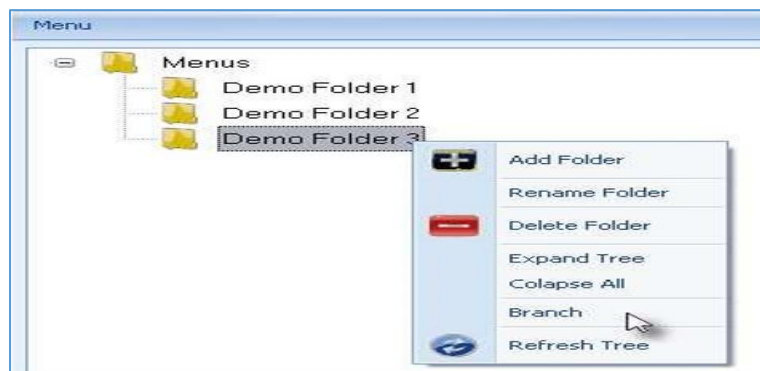
Drag a column header here to group by that column					
Code	Type ▼	Description ▼	Cost	Prep Time	Sold
		%Slow			
BF31	Main Course	Slow roasted Strip loin of Beef	1.10	0.00	298.00
BF15	Main Course	Slow Roasted Strip Loin with Yorkshire Pudding	1.10	0.00	4,185.00
BF98	Main Course	Slow Roast Beef	1.10	0.00	394.00

## Branching A Folder

The Branch Folder feature will branch the selected folder and all its sub folder including all the menus inside the folder. All menus inside the new folder will not have an ID since IDs must be unique. IDs must be set up manually for all items in the new folder.

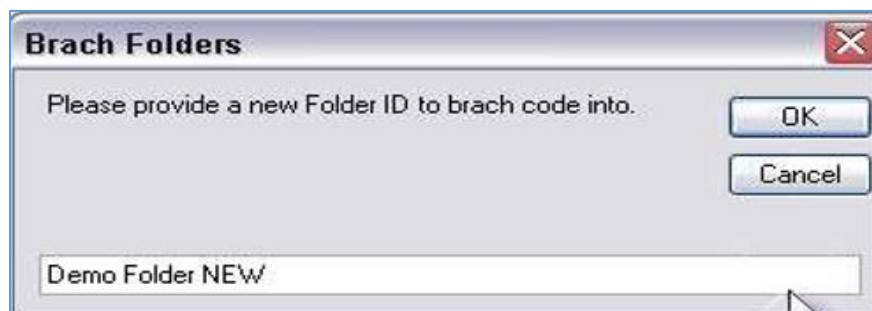
1. Right-click on the folder to copy and select **Branch** from the option.

**Figure 2-20 - Branching A Folder**



2. Enter a unique name for this new folder. Click **OK**.

**Figure 2-21 - Branch Folders**



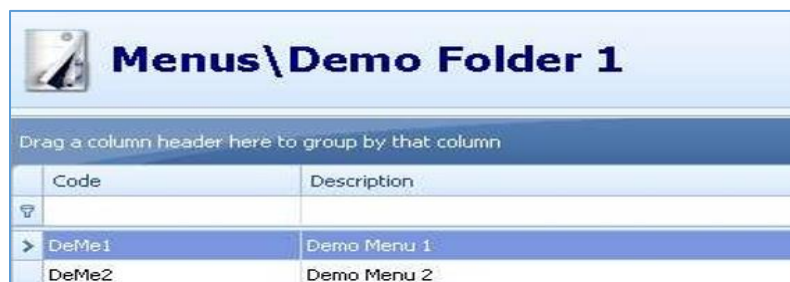
3. The new folder will now be shown.

**Figure 2-22 - New Folder**



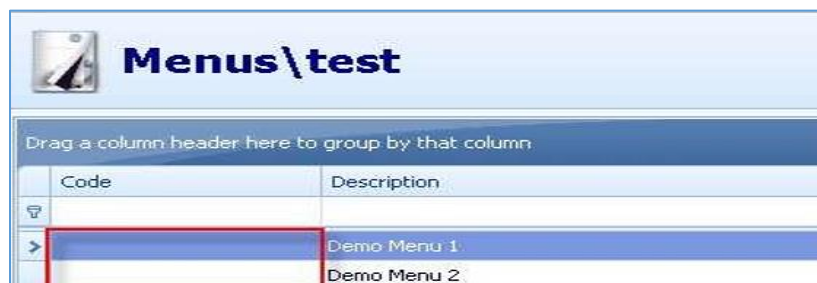
As stated above, the menu codes are not being copied, because codes need to be unique. Below diagram further illustrate the Branch Menu codes.

Figure 2-23 - Original Folder



Code	Description
DeMe1	Demo Menu 1
DeMe2	Demo Menu 2

Figure 2-24 - Branched Folder



Code	Description
	Demo Menu 1
	Demo Menu 2

## Editing Menus

This chapter shows how to edit the meals which have been added to a menu and how to edit the meal properties.

1. Enter the Menu Configuration section and select the desired menu from the folders

Figure 2-25 - Editing Menus



Code	Description	Type
Day 7	At Sea	Standard Menu
Day 1	Barcelona	Standard Menu
Day 4	Civitavechia	Standard Menu
Day 3	Livorno	Standard Menu
Day 5	Naples	Standard Menu
Day 6	Palermo	Standard Menu
Day 2	Villefranche	Standard Menu

Some menu specific settings can be edited in grid view.

**Figure 2-26 - Menu Details (Grid View)**

The screenshot shows the 'Menu Details' window for a menu named 'Livorno'. It includes fields for Menu Code (2376), Number of Courses (5), Menu Type (Standard Menu), Created By (Fidello Support Team), and Last Modified By (Fidello Support Team). Below these is a table of menu items.

Position	Micros ID	Item Code	Item Description	Initial Warning	Critical Warning	Historical	Projected %	QTY Sold
Course: 1								
2	18006	App15	Mixed Greens with Avocado, Tomato & Garlic Crouton	20	5	6.37%	0%	331
3	18005	App14	Tomato & Olive Bruschetta	20	5	6.89%	0%	358
4	18004	App13	Boquerones with Cherry Tomato	20	5	5.89%	0%	306
5	18003	App12	Italian Minestrone	20	5	4.97%	0%	258
6	18002	App11	Tomato Cream Soup with Croutons	0	0	2.52%	0%	131
							0%	

The available buttons on the bottom offer more options.

**Figure 2-27 - Buttons For More Options**



To insert a Meal, see chapter [Adding Meals to Menus](#).

**Figure 2-28 - Add/Edit Meal Item in Menu (Properties)**

The screenshot shows the 'Add/Edit Meal Item in Menu' window with the 'Properties' tab selected. It contains several input fields and dropdown menus for configuring meal items.

Meal Type Filter:	<input type="text"/>
Meal:	<input type="text"/>
Projected Percentage:	<input type="text" value="0"/>
Served in Course:	<input type="text" value="1"/>
Display Position:	<input type="text" value="1"/>
Initial Warning:	<input type="text" value="0"/>
Critical Warning:	<input type="text" value="0"/>

Buttons at the bottom: 'Add New' and 'Close'.

The **Edit Meal** allows modifying the meal settings in regards to this menu.

The **Meal Properties** allows modifying the meal global settings

## MICROS and Check Printing

The first Meal Count station of the entire circle would be the MICROS POS.

In General, there are two operational ways to use the MICROS side with the Meal Count System. The decision which way should be used must be taken before the implementation of the meal count system starts.

**Option A:**

The MICROS system only contains numeric items (e.g. Appetizer 1, Appetizer 2, Appetizer 3 etc)

Advantage: Almost no MICROS menu item set up needed on a daily basis.

Disadvantage: The waiters only see global names on the MICROS screens, like Appetizer1, Appetizer2, Main, Main2, etc

**Option B:**

All meals are set up with real names in MICROS and the waiter see the real names on the MICROS buttons when posting.

Advantage: The waiters can use the real buttons in MICROS, showing the real name of the meals

Disadvantage: This set up requires a lot of menu item maintenance on the MICROS side, because every day a different menu must be configured or activated.

## Option A: Numeric Items in MICROS

### Posting a Check

The first Meal Count station of the entire circle would be the MICROS POS. Below are the steps to Posting a Check.

1. User sign in to UWS by swiping the MICROS employee card or entering the ID.

Figure 2-29 - Sign In Screen

		Sign in: enter your ID number			
		CASINO BAR 1			
Bars					
INQUIRE	TIME	ENTER	-yes-	CLEAR	-no-
SIGN IN		7	8	9	
		4	5	6	
		1	2	3	
CHANGE R.C.	0	.	00		

2. The Begin Check Screen will show and the waiter will press **Begin Check**.
3. The screen will prompt for a table number.

Figure 2-30 - Enter Table Number

		Enter table number							
		PAK				EURO			
1	2	3	4	5	6	7	8	9	0
Q	W	E	R	T	Y	U	I	O	P
A	S	D	F	G	H	J	K	L	.
Z	X	C	V	B	N	M	/	BACK SPACE	CLEAR -no-
HELP LIST	CANCEL -YES-	CANCEL	SPACE				ENTER -yes-		
SAVE/EXIT	∨	∧	<	>	PAGE BACK	PAGE FWRD			

4. The waiter needs to press the main category of the items to post.

Figure 2-31 - Main Categories

Ready for your next entry				
PAX		EURO		
<b>TBL 33/1</b>		<b>CHK 2453</b>		
Fidelio		17JUN'11 23:36	GST 0	
SUBTOTAL		0.00		
GRATUITY		0.00		
25% VAT		0.00		
TOTAL PAID		0.00		
<b>PAYMENT DUE</b>		<b>0.00</b>		

Appetizer	Main Dish	VOID	FUNCTION	SIGN OFF	
Dessert	Kids Meals	ENTER -yes-	CLEAR -no-		
		7	8	9	QTY
		4	5	6	Print
		1	2	3	
		0	.	00	

- The items are being posted accordingly. The touched items will appear in the upper left hand corner. All items are 0.00 priced.

Figure 2-32 - Items Chosen Listing

Ready for your next entry	
PAX EURO	
<b>TBL 33/1</b> <b>CHK 2453</b>	
17JUN'11 23:36 GST 0	
SUBTOTAL 0.00	
GRATUITY 0.00	
25% VAT 0.00	
TOTAL PAID 0.00	
<b>PAYMENT DUE 0.00</b>	

I P Kids Dessert 1	0.00
I P Kids Main 1	0.00
I P Kids Main 2	0.00
I P Kids Main 4	0.00
I P Appetizer 2	0.00
I P Appetizer 5	0.00
I P Main Course 3	0.00
I P Main Course 6	0.00
I P Main Course 8	0.00
I P Dessert 1	0.00
I P Dessert 4	0.00

- Once all items for the table have been posted, the waiter can press **Print**. This will execute the print out of all meal count checks sorted by course. Once completed the workstation will sign out and the next waiter can post the next table.
- The printed checks should be kept with the waiter until the meals are being picked up from the kitchen and the dishes are being scanned at the scanning station at the restaurant exit.



### Voiding a check

The following steps show how an item is voided in MICROS.

1. User sign in to UWS by swiping the MICROS employee card or entering the ID.
2. The Begin Check Screen will show and the waiter will press Begin Check. The screen will prompt for a table number.
3. In order to post the next item as negative, the waiter needs to press the **Void**.
4. The word VOID will appear on the screen, indicating that the next item posted will be negative.

Figure 2-33 - Void



5. Now the waiter navigates to the item which should be voided via the main categories. The item posted will appear in red.

Figure 2-34 - Voided Item (in red)



6. By pressing **Print**, the check will be closed and the negative quantity will be registered and deducted from the meal count accordingly.

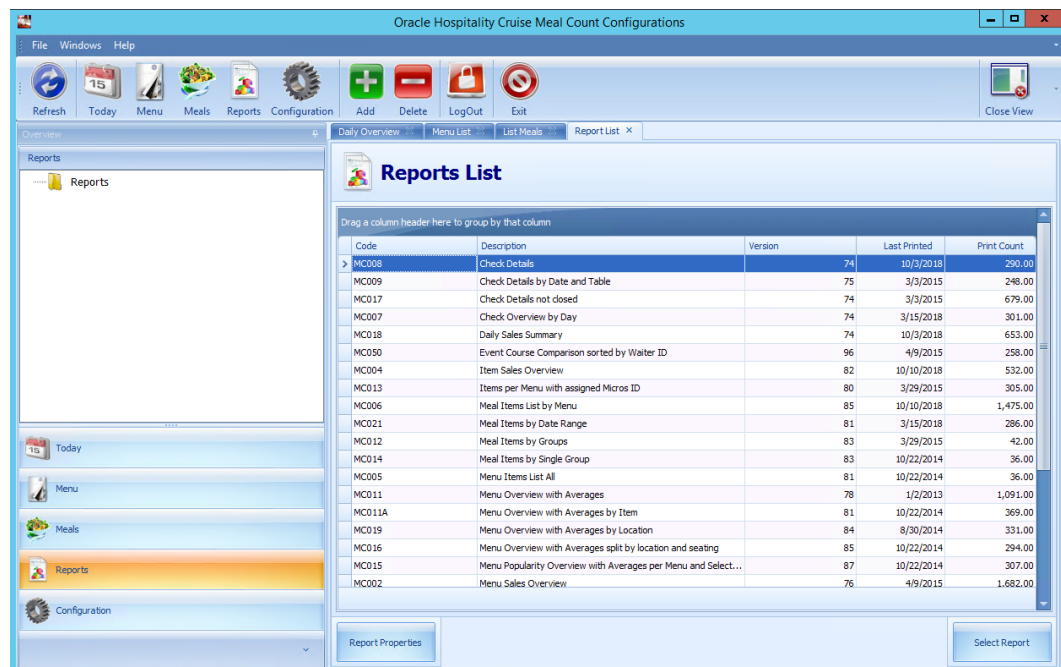
## Reports

The Reports option shows all available Meal Count Reports that are set up and can be very useful on a daily basis.

To generate a report,

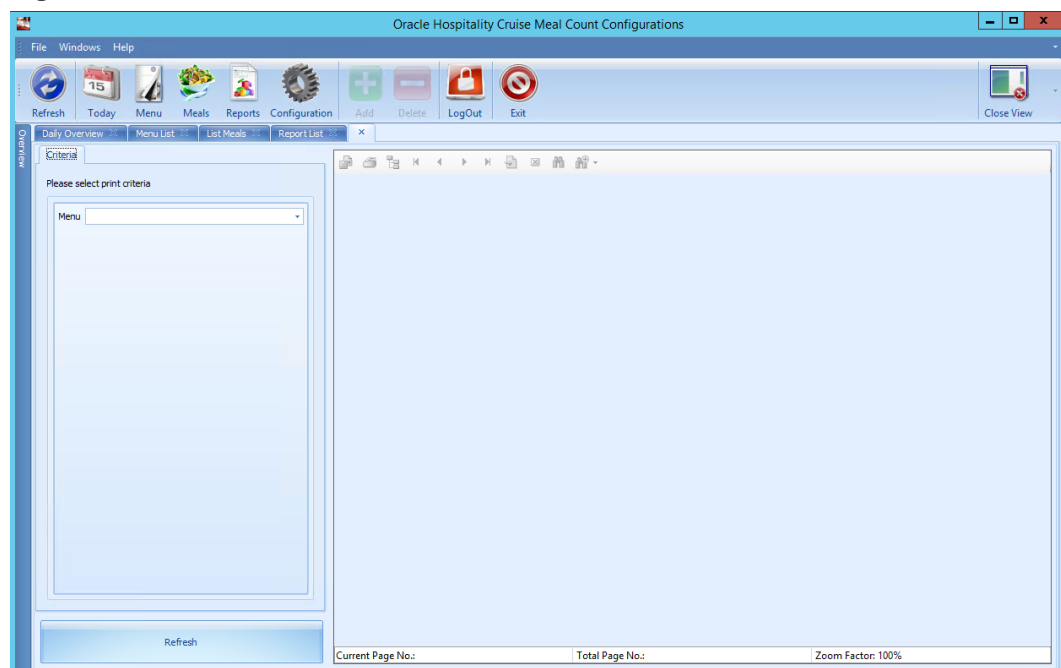
1. Highlight the desired report and press the **Select Report** button located at the bottom right of the screen.

Figure 2-35 - Select Report



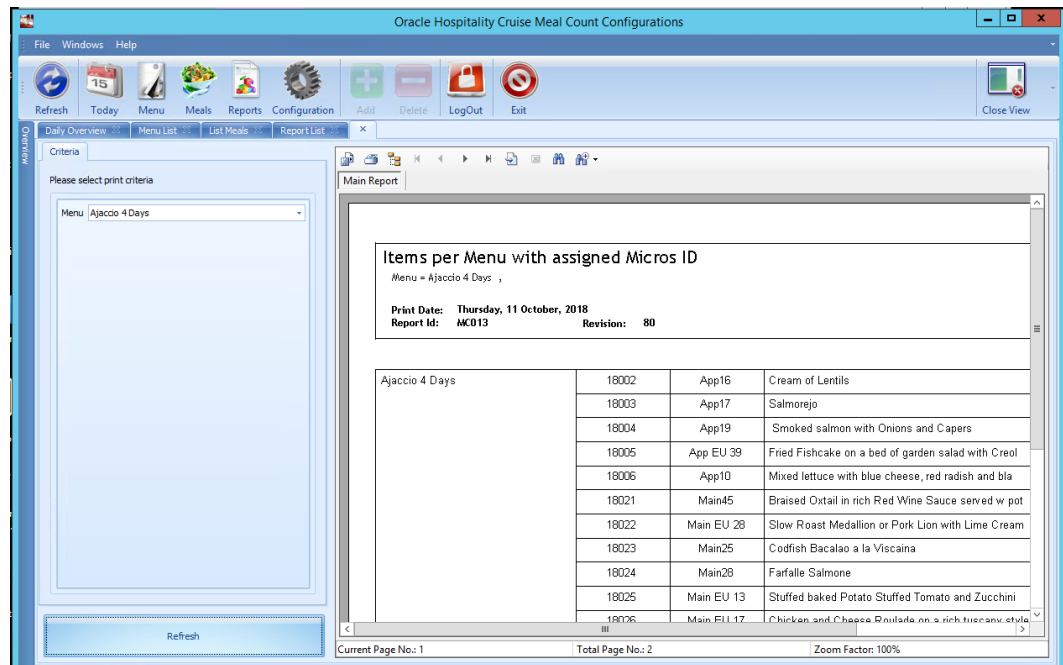
2. Select desired report criteria and click **Refresh** to generate the report.

Figure 2-36 - Refresh



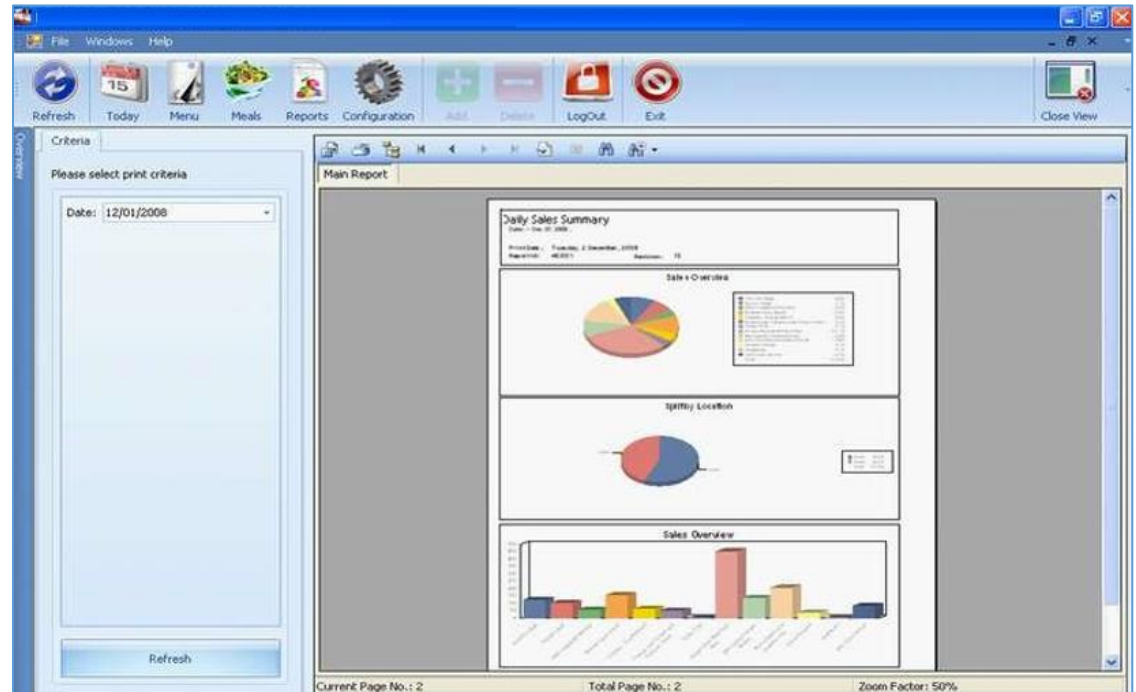
3. The selected Report will preview on screen per below example and can be exported in various formats or printed on paper.

Figure 2-37 - Reports Format



4. In some reports the second (2<sup>nd</sup>) or third (3<sup>rd</sup>) page will display in graphics for ease of reading.

Figure 2-38 - Graphics



## List and description of all available Reports in MCS:

### MC001 Multiple Item Sales Overview

This report allows you to select a number of meals during a selected date range and then show the breakdown of these meals with the number anticipated versus served/remaining and the variance. This information is broken down by revenue center.

### MC002 Menu Sales Overview

This report shows the total count of dishes served as part of a selected menu and include every time this menu has been served in the selected date range in MCS history and list the dates when it was served. This information is also captured in several graphs on page 2 of this report.

### MC003 Prepared to Sales Comparison

This report shows the total entrees anticipated versus total entrees served and the variance, as part of a selected menu during a selected date range. This will show under and over production for entrée items per menu. This information is also captured in several graphs on page 2 of this report.

### MC004 Item Sales Overview

This report shows the breakdown of one selected meal with the number of total dishes anticipated versus total dishes served and the variance, during a selected date range. This information is broken down by Revenue Center.

### MC005 Menu Items List All

This report lists all the current menu items in alphabetical order in the database and also shows in how many different menus it appears and how many of these meals in total have been sold in the MCS history.

### MC006 Meal Items List by Menu

This report lists all the current menu items in alphabetical order per selected menu and also shows how many times/days it has been used, in how many menus the meal appears and how many of each meal have been sold in the MCS history.

### MC007 Check Overview by Day

This report gives an overview of all checks entered during a selected day and shows the information by Revenue Center. The overview displays the table number, check ID, print ID, time opened, time closed, how many minutes passed between opening and closing and how many meals were ordered on the check.

#### MC008 Check Details

This report allows you to pull up a check by its check ID and review the order.

#### MC009 Check Details by Date and Table

This report shows the check information entered on a specified date and table number.

#### MC010 Modifiers Overview by Date Range

This report shows the breakdown of modifiers ordered and their totals. This information is also captured in several graphs.

#### MC011 Menu Overview with Averages

This report shows the total amount of dishes served during a selected date range as part of a selected menu and its percentage of the total served meal mix. The report will list every time this menu has been served in the MCS history and the date when it was served. The report calculates the average served based on history, as well as a weighted average based on the total of meals served in that menu. This information is also captured in several graphs on page 2 and 3 of this report.

#### MC012 Meal Items by Groups

This report lists all the current menu items broken down by meal groups and also shows in how many different menus it appears and how many of these entrees in total have been sold in the MCS history.

#### MC013 Items per Menu with Assigned MICROS ID

This report shows per selected menu what the MICROS ID (screen buttons) is per item in this menu.

#### MC014 Meal Items by Single Groups

This report lists the current menu items of one selected meal group and how many of these meals in total have been sold in the MCS history.

#### MC015 Menu Popularity Overview with Averages per Menu and Selected Meals

This report shows a “popularity” breakdown of a selected menu, during a selected date range. The criteria List allows you to exclude certain meals if so desired. The “popularity” of the dishes is shown as a percentage based on passenger counts as well as a percentage based on meal counts. These percentages are also displayed in two graphs on page 2.

#### MC016 Menu Overview with Averages split by Location and Seating

This report shows the total entrees served during a selected date range as part of a selected menu and it's percentage of the total served entrée mix. The report shows the breakdown per lower and upper level and per seating. The report calculates the average served based on history, as well as a weighted average based on the total of entrees served in that menu.

#### MC017 Check Details not closed

This report lists all the checks that have not been closed in the MCS history. This should be reviewed on a daily basis by the DR Manager and he/she should follow up with the steward involved.

#### MC018 Daily Sales Summary

This report shows the total dishes served on any date and a breakdown by Lower and Upper Dining Room and by seating. This information is also captured in several graphs on page 2 of this report.

#### MC019 Menu Overview with Averages by Location

This report shows the total meals served during a selected date range as part of a selected menu and it's percentage of the total served meal mix. The report allows you to select the revenue center. The report calculates the average served based on history, as well as a weighted average based on the total of entrees served in that menu.

#### MC020 Prepared to Sales Comparison (Small)

This report is the same report as MC003, but in a condensed format for printing purposes.

## Scanning Station

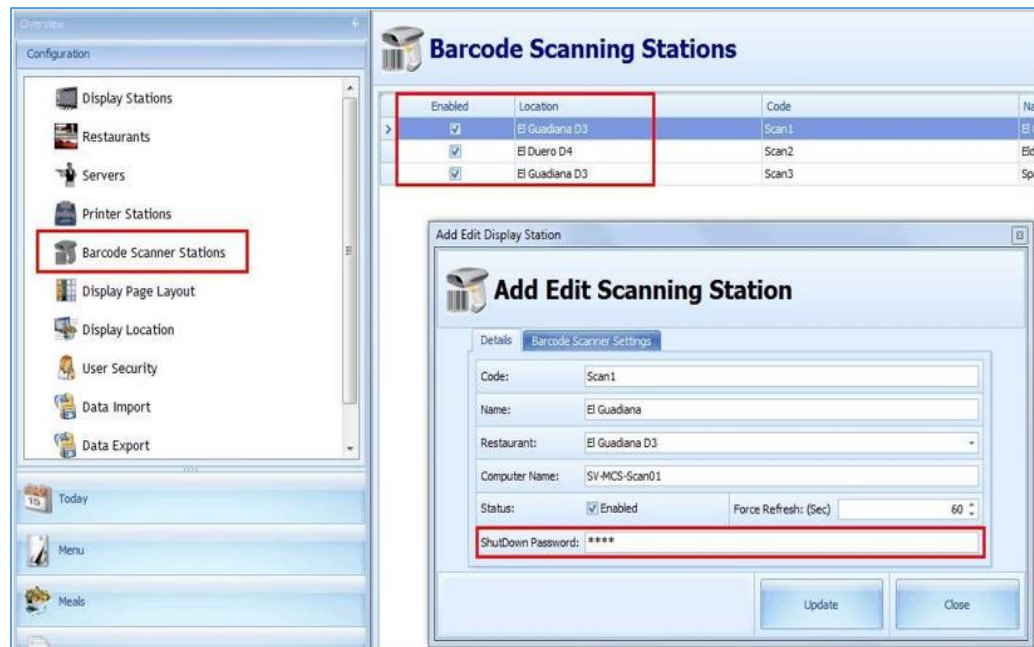
The scanning station is being used to close the Meal Count Circle as a last step.

The waiter scans the previously printed check and the Meal Count System now counts the contained dishes as "served"

Each meal leaving the kitchen must be scanned out for correct reporting and check duration time capture.

The scanning station application is configured to run in full screen mode. If for any reason the user needs access to the windows surface of that small pc, the user needs to know the exit password which is configured in the scanning station configuration section. Only numeric passwords can be used.

Figure 2-39 - Barcode Scanning Stations



## Starting The Modules

The Meal Count Configurator is located inside the SPMS Launcher. The application can also be started using the below path:

For R8, the path will be:

C:\Program Files (x86)\Oracle Hospitality Cruise\OHC Meal Count System.exe

For 7.3.x, the path will be

C:\Program Files\Fidelio Cruise\OHC Meal Count System.exe

The below Sign In window will be displayed, prompting you to login with User ID, Password and to select the server. Click the **Login** button to login.

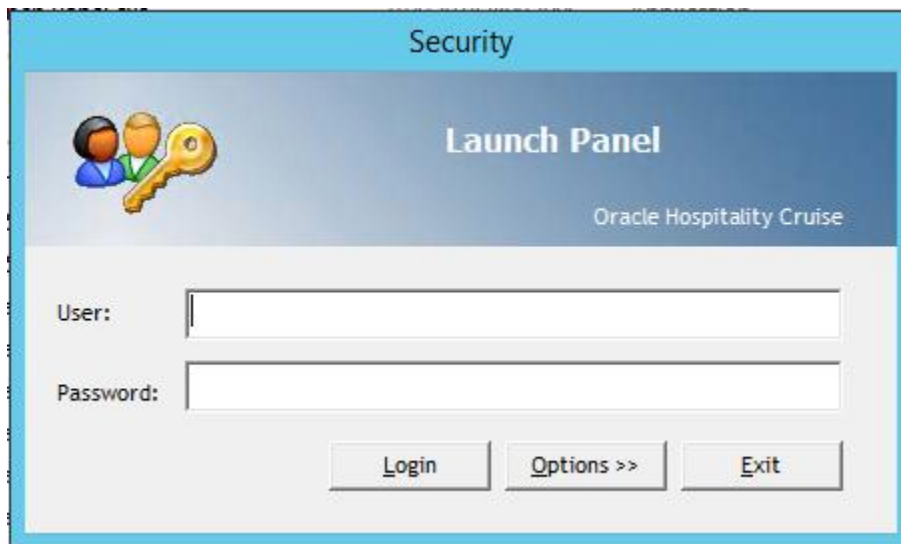
Figure 2-40 - Login



The screenshot shows a login window titled "Security" for "ORACLE Hospitality". Below the title is a banner image of a person at a computer terminal. The text "Oracle Hospitality Cruise" is displayed. On the left is a green key icon. The form contains three input fields: "User ID:" (empty), "Password:" (empty), and "Server:" (a dropdown menu with "Fidelio" selected). At the bottom are two buttons: "Login" and "Exit".

The Meal Count System can also be accessed via the SPMS Launcher as shown below. The below Sign In window will be displayed. Login with User and Password, then click **Login**.

Figure 2-41 - Login via Launcher



The screenshot shows a login window titled "Security" for "Launch Panel". Below the title is a banner image of three people and a key. The text "Oracle Hospitality Cruise" is displayed. The form contains two input fields: "User:" (empty) and "Password:" (empty). At the bottom are three buttons: "Login", "Options >>", and "Exit".



To start the MCS Display, on the client side, which has the display connected, start the **OHC Meal Count Display.exe** using the shortcut on the desktop or the following path:

- For version 7.3.x, path will be c:\Program Files (x86)\Fidelio Cruise\OHC Meal Count Display.exe
- For version 8.0.x, path will be c:\Program Files (x86)\Oracle Cruise Hospitality\OHC Meal Count Display.exe

The client to which the Display is connected to should have the **OHC Meal Count Display.exe** inside the Autostart. After double-clicked the exe, the Meal Count Splash Screen will show and start the Display application. The loading process may take a little while according to the amount of pages, which have been configured, for this display.

To start the MCS Scanning Station, on the client side, which has the bar code scanner connected, start the **OHC Meal Count Station.exe** using the shortcut on the desktop or the following path:

- For version 7.3.x, path will be c:\Program Files (x86)\Fidelio Cruise\OHC Meal Count Station.exe
- For version 8.0.x, path will be c:\Program Files (x86)\Oracle Cruise Hospitality\OHC Meal Count Station.exe

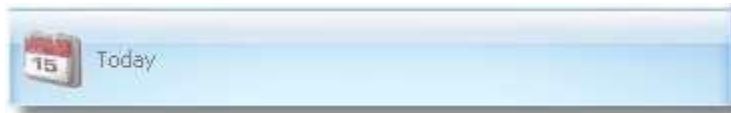
To start MCS Interface, on the client side, which has the interface installed, start OHC MCS Interface.exe using the shortcut on the desktop or the following path:

- For version 7.3.x, path will be c:\Program Files (x86)\Fidelio Cruise\OHC Meal Count Interface.exe
- For version 8.0.x, path will be c:\Program Files (x86)\Oracle Cruise Hospitality\OHC Meal Count Interface.exe

## Today

The Today section contains several tabs.

**Figure 2-42 - Today Screen**



**Overview:** This section displays all events and also is the place to configure new events or edit existing event.

**Meal Preparation:** This tab displays all meals according to the menu which has been linked to today's event. Meal preparation figures are being added here.

**Today:** This tab displays the same kind of overview than a MCS display screen

**Checks:** This tab displays all check details for the selected date

**Statistics:** This tab offers some interactive reporting functions

**Figure 2-43 - Overview Tab**



On the left hand side, a calendar is shown for easy date selection.

**Figure 2-44 - Calendar**



## Overview & Events

The Meal Count System is based on events. Every dinner time/seating must be set as event.

An event usually starts 15 to 30 minutes prior to the actual dinner start.

Events should always be set up at least one day in advance, so that when an event ends and the meal pictures for the next day is shown. Meal pictures are taken from the menu set up which is linked to the upcoming event. If no event has been set up for the next day, the system does not know which images to display.

### Events Tab

This section displays all events and also is the place to configure new events or edit existing event. The total amount of events for the day and the total amount of expected pax are being shown at the bottom of the grid view.

Figure 2-45 - Events Tab

Meal Type	Seating	Start Time	End Time	Menu	Exp Pax
03 Dinner	1	07:00	23:00	Demo Menu 1	198

### Adding an Event

Without an active event, the system does not work. Every seating or dinner/lunch event must be configured as Event.

To add an event, click on **Add New Event**, update the required information and click **Add New** when finished.

- **Date:** Select the date on which this event should be active
- **Location:** Select the location/restaurant where this event will be active
- **Meal Type:** Select the meal type for this new event
- **Seating:** Enter the seating number, for which this event will be used
- **Time Start:** Enter the start time for this event
- **End Time:** Enter the time when this event should end
- **Next day:** Check this box if the event ends past midnight (new in version 300)
- **Menu:** Select the menu which should be used for this event
- **Expected Passengers:** Enter the amount of expected passengers for this event
- **Print Special courses:** Enter the course number in which any special courses will be printed

Figure 2-46 - Add New

The event will now be shown in grid view.

**Figure 2-47 - Overview Tab (Grid View)**

Meal Type	Seating	Start Time	End Time	Menu	Exp Pax
Location: Demo Restaurant 1					
03 Dinner	1	11:30	15:00	Demo Menu 1	200
	1				200

After the event has been saved, all meals will show in **Meal Preparation** tab and the projected counts can be entered.

**NOTE:**

The Preparation quantities must be entered BEFORE the next event becomes active, to show correct figures.

In case a user tries to enter an Event for the same time and the same restaurant, than an existing event, the system displays a warning.

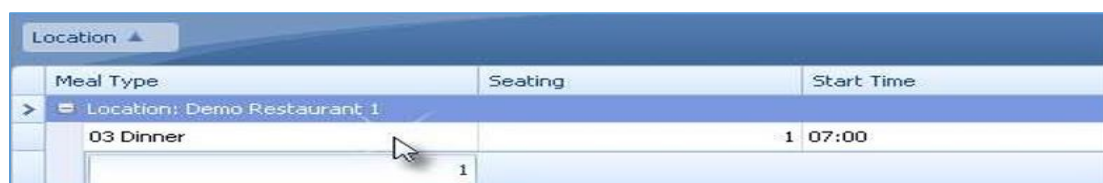
Figure 2-48 - Warning



### Editing an Event

1. To edit an existing event, either double click on the desired event line or use the **Edit Event** button.
2. At the Add/Edit Daily Event window, make the necessary changes and then click **Close** to save and close the window.

Figure 2-49 - Editing An Event



Meal Type	Seating	Start Time
03 Dinner	1	07:00

## Meal Preparation

After a new event has been added, preparation data must be added. The preparation tab shows all meals of today's event. In order to show the correct figures, the Preparation quantities must be entered before the next event becomes active.

**Figure 2-50 - Meal Preparation Tab**

Meal Item	Modified By	Updated	Prepared
Location: Main Dining Room			
Seating: 1			
10oz NY Steak			440
8oz NY Steak			44
Alaskan King Crab Legs			44
Almond-Crusted Salmon			44
Apple Tart			44
Chicken Papaya Avocado Salad			44
Eggplant Cannelloni Parmigiano			44
Grilled Coho Salmon			44
Grid Breast of Chicken			44
Parmesan - Crusted Chicken Breast			44
Penne Primavera			44
Prime Rib of Beef au Jus			44
Vegetable and Smoked Duck Rice Paper Roll			44
Vodka Style Gravlax			44
Watermelon Cocktail			44
Whiskey Glazed BBQ Pork Ribs			44
			1,100
			1,100
			1,100

The user should use the grid view and enter desired preparation figures row by row, as shown above.

Once all figures have been entered, click **Refresh** in the upper left hand corner. The Refresh command will trigger the entry of the user name who has entered all data.

**Figure 2-51 - Refresh**

Modified By	Updated
Mike	19/08/2010 22:52:54
Mike	19/08/2010 22:52:55
Mike	19/08/2010 22:52:56
Mike	19/08/2010 22:52:57

The figures will also show up in the **Prepared** column in the Today tab.

**Figure 2-52 - Prepared Column**

Course	Location	Event	Seating	Meal	Projected %	Projected Count	Prepared
1	Main Dining Room	03 Dinner	...	1 Prime Rib of Beef au Jus	4.00 %	16	121
1	Main Dining Room	03 Dinner	...	1 Vegetable and Smoked Duck Rice Paper Roll	11.00 %	44	121
1	Main Dining Room	03 Dinner	...	1 Watermelon Cocktail	5.00 %	20	121

## Today

This tab displays the same kind of overview as MCS display screen.

**Figure 2-53 - Today Tab**



**Figure 2-54 - Meals for Today**

Course	Meal	Projected %	Projected Count	Prepared	Ordered	Served	Remaining
Location: Main Dining Room							
Event: 03 Dinner							
Seating: 1							
1	Barley and Mushroom Soup	0.00 %	0	0	0	0	0
1	Beef and Chicken Satay	0.00 %	0	0	0	0	0
1	Chilled Peach and Ginger Soup	0.00 %	0	0	0	0	0
1	Chopped Farmers Salad	0.00 %	0	0	0	0	0

## Checks

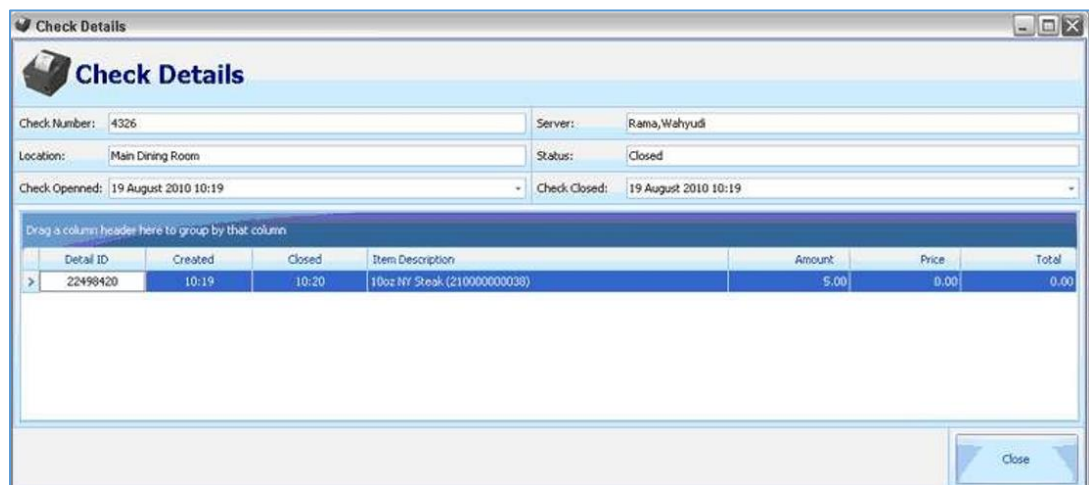
This tab displays all check details for the selected date.

**Figure 2-55 - Checks Tab**



Double-clicking the check displays check details.

**Figure 2-56 - Check Details**



## Statistics

This tab covers some interactive reporting functions. By dragging and dropping, customized views can be build.

Figure 2-57 - Statistics

