

Food & Beverage Service Optimizer

See the pressure. Move the right staff. Keep every handoff visible.

From floor request to delivery and management review - one connected service workflow.

REQUEST

PREPARE

PICK UP

DELIVER

BALANCE

REVIEW

A business-focused guide for General Managers, Casino Managers, F&B leaders, and operations executives.

1

Control service before the guest feels the delay

The aim: help management see where service pressure is building - and act with better information.

Busy floor does not mean the same problem everywhere.

Casino F&B service can look busy long before management can see why. The application turns requests, preparation, pickup, delivery, staffing coverage, and follow-up into one connected operating picture.

1

See the pressure

Identify which floor zone is building service pressure now.

2

Find the bottleneck

Separate request, preparation, pickup, and delivery delays.

3

Balance the staff

Compare coverage before moving support between zones.

The goal is not to automate management. The goal is to give management a faster, clearer basis for action.

2

The questions every F&B shift should answer

One operating picture for pressure, bottlenecks, coverage, handoffs, and follow-up.

Where is the floor busiest right now?

Is the delay in request acceptance, preparation, pickup, or delivery?

Do busy zones have enough active staff?

Can support move from a quieter zone without breaking minimum coverage?

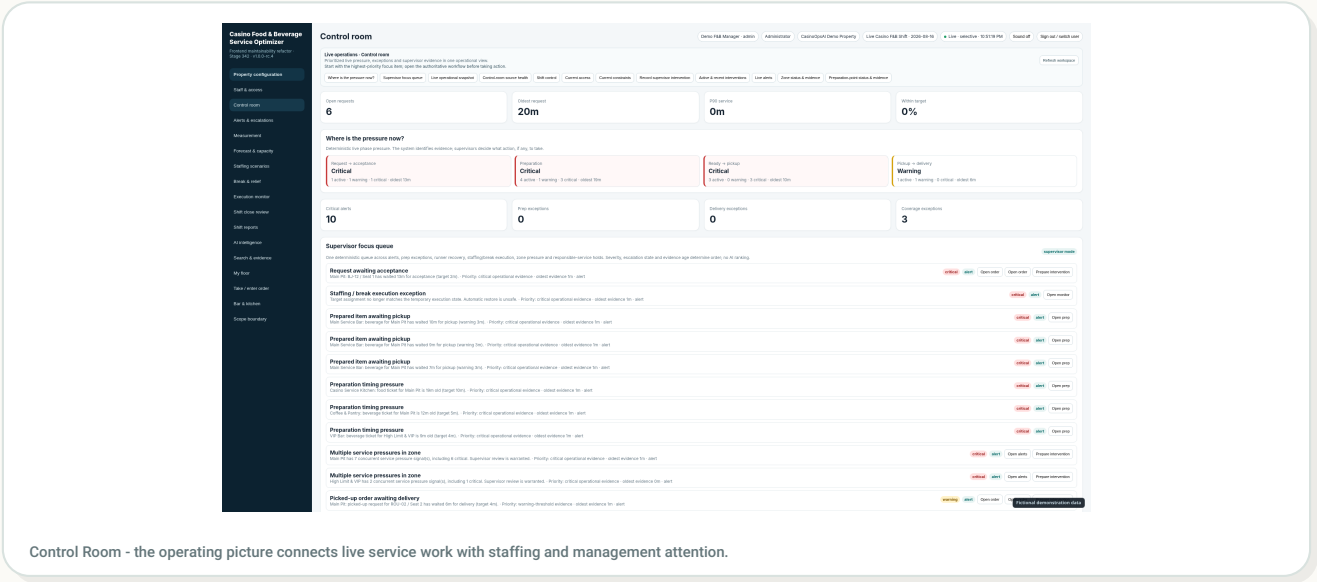
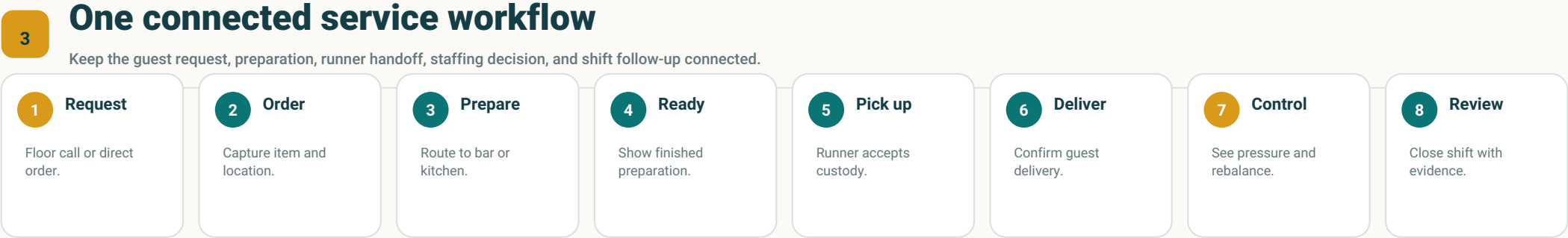
What is ready but still waiting for pickup?

Who currently has custody of the order?

Which exceptions need supervisor attention?

What must carry forward when the shift closes?

One discipline: see the pressure, understand the cause, protect coverage, and verify the action.



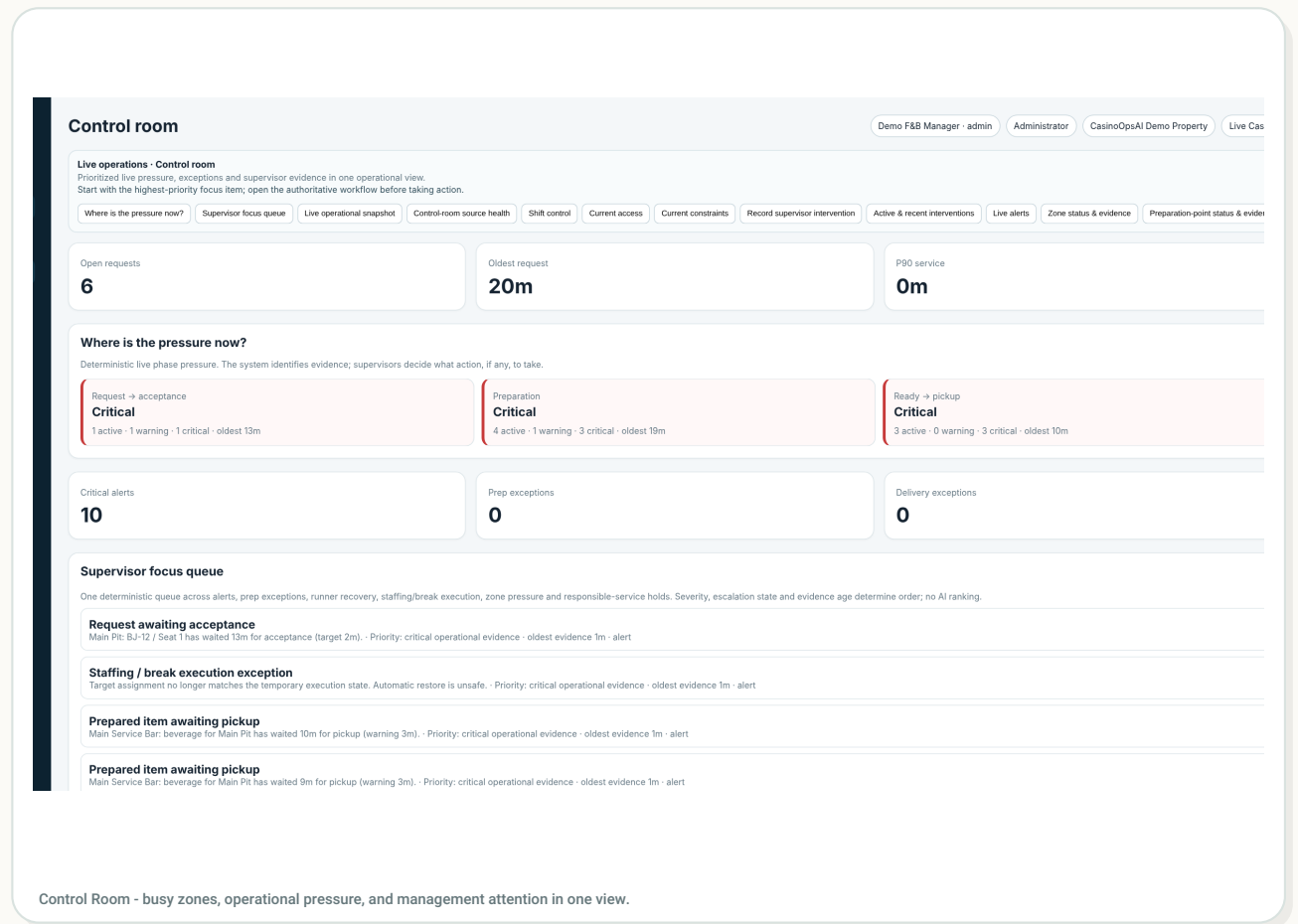
See the floor before service pressure spreads

Control Room helps supervisors identify where demand is building and where management attention is needed.

A clearer operating picture

- Compare zone pressure instead of relying on radio traffic or memory.
- See open work, ready pickup pressure, delivery pressure, and exceptions together.
- Bring staffing context into the same conversation as service demand.
- Move from a floor-wide complaint to the exact zone and phase that needs attention.

Less time asking “where is the problem?” More time deciding what to do about it.



Start service where demand starts

Capture the request at the floor location - before it becomes another fragmented handoff.

Floor service request

Pit, slot, or VIP staff can request an F&B server where service is needed.

REQUEST

Direct order entry

Authorized staff can enter the actual food or beverage order when appropriate.

ORDER

Casino location context

Zone, table, seat, or machine location keeps the service tied to the real floor.

LOCATION

Take / enter order

Demo F&B Manager · admin Administrator CasinoOpsAI Demo Property Live Cas

Frontline · Take / enter order

Fast staff-assisted casino-floor food, beverage and service-request entry. Confirm zone/location and cart before sending. Resolve any uncertain prior send before creating a replacement.

Fast casino-floor order Recent orders Current floor orders Selected order Items & recovery Order event history

Fast casino-floor order

Personal favorites and recent activity are shortcuts only. Every order remains visible in the cart and requires an explicit send.

★ My favorites

No favorites yet. Select an item and tap ★ Favorite.

Recent items

Whisky Recent · beverage Fruit plate Recent · food Water Recent · beverage Coffee Recent · beverage Beer Recent · beverage Club sandwich Recent · food

Recent locations

BAC-03 High Limit & VIP · reuse BJ-12 Main Pit · reuse ROU-02 Main Pit · reuse SB-18 Slots B · reuse

Zone

High Limit & VIP

Known location

Other / seat detail

Seat / machine / detail

e.g. Seat 4

Food

Choose food

Beverage

Choose beverage

Current cart

No items added yet.

Priority

Standard

Order / service note

Only operational information needed to prepare or deliver

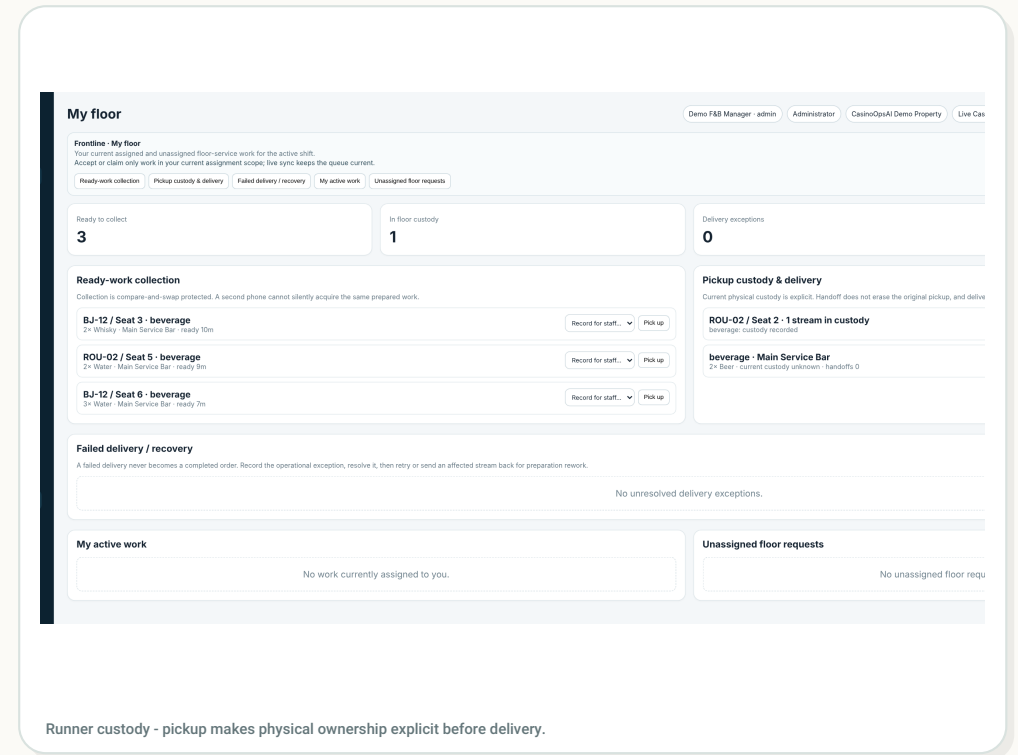
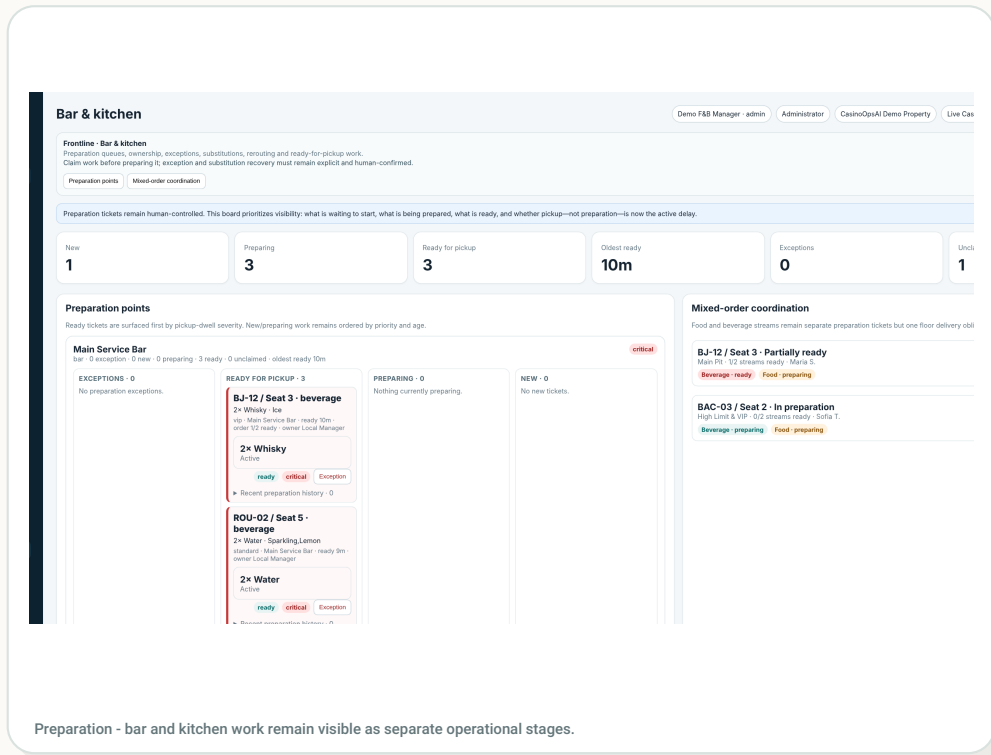
☐ Food allergy / dietary safety information was stated Use only for information preparation staff must see. Do not enter guest identity or diagnoses.

Take Order - location, items, quantities, and service context enter the workflow together.

The workflow begins with location and responsibility already visible.

Keep preparation, runner, and delivery connected

Ready is not delivered. Every handoff stays visible until the guest actually receives the order.



1 READY

2 PICKUP

3 RUNNER CUSTODY

4 DELIVERY

7

Know which phase is actually causing the delay

The right staffing response depends on the real constraint - not on a generic “service is slow” message.

Measure the lifecycle

Request Acceptance

Is floor demand waiting to be picked up?

Acceptance Preparation

Is the bar or kitchen the constraint?

Ready Pickup

Are prepared items waiting for runners?

Pickup Delivery

Is the last mile to the guest taking too long?

Before adding staff, know where the service chain is actually slowing down.

Measurement

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Live operations - Measurement

Current service-phase timings and deterministic operational pressure evidence.
Use this view to understand where time is being spent; it is evidence, not an employee score.

Lifecycle timing Active bottlenecks Zone workload & performance Bar / kitchen / pantry workload Preparation performance

P50 total service

0m

P90 total service

0m

P95 total service

0m

Lifecycle timing

Each phase is calculated from authoritative order/ticket timestamps. P90 and P95 expose tail delays that an average can hide.

Request → accept

n=8 · avg 2m · P50 2m

P90 2m · P95 2m

Accept → prep start

n=6 · avg 0.5m · P50 0m

P90 1m · P95 1m

Prep start → all ready

n=5 · avg 4.4m · P50 4m

P90 7m · P95 7m

All ready → all picked up

n=2 · avg 2.5m · P50 2m

P90 3m · P95 3m

Pickup → delivery

n=0 · avg 0m · P50 0m

P90 0m · P95 0m

Request → delivery

n=0 · avg 0m · P50 0m

P90 0m · P95 0m

Zone workload & performance

High Limit & VIP

1 open · 1 direct floor staff · P90 0m · targets bev 10m / food 20m

Floor + preparation

Main Pit

Floor + preparation

Active bottlenecks

Deterministic classification only: floor service, preparation, both, or stable. No AI inference

High Limit & VIP - BAC-03 / Seat 2

Status preparing · target 20m

Main Pit - BJ-12 / Seat 6

Status ready · target 12m

Main Pit - BJ-12 / Seat 1

Status requested · target 12m

Main Pit - ROU-02 / Seat 2

Status picked_up · target 12m

Main Pit - ROU-02 / Seat 5

Status ready · target 12m

Main Pit - BJ-12 / Seat 3

Status preparing · target 20m

Bar / kitchen / pantry workload

VIP Bar

1 active tickets / 1 item units · 0 prep staff

Casino Service Kitchen

Measurement - lifecycle timing separates the visible delay into actionable phases.

Put staff where they are needed - without creating a new gap

Staffing scenarios help management evaluate a move before it becomes an operational problem somewhere else.

Find the pressure

Use Control Room and Measurement to confirm which section needs support.

Check current coverage

Compare active staff and relief status before moving anyone.

Test the move

Evaluate whether a qualified server or runner can support the busy zone.

Protect the source zone

Do not let the quieter area fall below its minimum coverage.

The application supports the staffing decision. Management makes the staffing decision.

Staffing scenarios

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Planning : Staffing scenarios

Human-reviewed staffing what-if scenarios and governed execution evidence. A scenario is advisory until an authorized manager approves and explicitly executes it.

What-if floor coverage Decision guardrails Live floor coverage Completed action evidence Compare alternatives on the same forecast snapshot Saved manager-reviewed scenarios

What-if floor coverage

Uses one persisted deterministic forecast snapshot. Alternatives can be compared only against the same destination interval/run, and a scenario never changes the roster automatically.

Forecast interval	Scenario type
10:29 PM	Reassign named employee
Destination zone	Source zone (named reassignment)
High Limit & VIP	Auto / relief
Employee	Headcount delta
None / headcount only	1
Decision / execution reason	
Required for manager decisions, rollback, or a material timing deviation.	
<button>Evaluate & save scenario</button> <button>Refresh scenarios</button>	
Approval records a management decision only. It does not silently rewrite the live shift assignment.	

Decision guardrails

Source minimum floor coverage must remain protected.

Named employees must be scheduled/active/relief floor staff and qualified for the destin

One employee cannot appear in overlapping proposed, modified or approved scenarios.

Bar/kitchen capacity is unchanged by a floor-staff move and remains visible as a separa

Live floor coverage

Current active + relief coverage, configured minimums and live service pressure. Break staff are shown separately and are not counted as active coverage.

High Limit & VIP

active 1 - relief 0 - on break 0 - 1 open request(s) - both constrained - active: Sofia T.

coverage 1/2

Main Pit

active 3 - relief 0 - on break 1 - 5 open request(s) - both constrained - active: Jade M., Maria S., Omar R. - break: Diego L.

coverage 3/2

Poker & ETG

active 0 - relief 0 - on break 0 - 0 open request(s)

coverage 0/1

Completed action evidence

Observed before/start versus end-of-action evidence. This does not prove the staffing mo

- - shift demo-shift-live

Staffing Scenarios - compare a proposed move with source-zone and target-zone coverage before acting.

See pressure coming - not only pressure that already happened

Forecast & Capacity adds planning context so management can prepare before the floor becomes constrained.

Plan with context

- Review expected demand by zone and time interval.
- Compare demand with available service capacity before pressure becomes visible.
- Use historical operating evidence to support planning - not to claim perfect prediction.
- Combine forecast context with staffing scenarios and relief planning.

Forecasting supports planning. It does not make the staffing decision automatically.

Forecast & capacity

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Planning - Forecast & capacity
Deterministic demand, service-capacity and preparation-capacity planning evidence.
Regenerate a stale baseline before using it for new staffing or break planning.

Generate operational baselineModel boundary & provenanceCompare an alternative assumptionForecast-vs-actual patternSaved scenario comparisonsZone demand & floor capacityBar / kitchen capacityConstraint attribution

Forecast intervals
6

Projected constraints
3

Insufficient data
0

Generate operational baseline
Deterministic comparable-shift evidence remains the baseline. A multiplier is a manager assumption, not a prediction certainty; any material override requires a recorded reason.

Baseline nameIntervalGlobal demand multiplier

Baseline30 minutes▼1

Override reasonEvidence / manager note

Required when multiplier differs from 1.00Optional supporting operational evidence

Generate / replace baselineRefresh forecast

Compare an alternative assumption
Creates an advisory scenario against the same retained baseline evidence. It does not replace the operational forecast.

Scenario nameGlobal multiplier

Example: Higher VIP demand1

Optional zoneZone multiplier

No zone-specific adjustment▼1

ReasonEvidence / note

Required for material multiplier changesWhat operational evidence supports this what-if?

Save comparison scenario

Model boundary & provenance
No generative AI, weather feed, event calendar, automatic scheduling or hidden optimizations execute interventions.

Operational baseline - deterministic-v2 · run run-live · 30m · generated 2026-08-16 22:4

Evidence quality: 6 strong · 0 adequate · 0 manual · 0 insufficient. Insufficient evidence r

Multiplier 1 · lookback 56 days · min samples 4 · no manual override

Forecast-vs-actual pattern
Deterministic classifications use elapsed intervals only. "Under" or "over" forecast is desc

Beverage
Insufficient elapsed intervals · 0 elapsed interval(s)

Food
Insufficient elapsed intervals · 0 elapsed interval(s)

Forecast & Capacity - expected demand, capacity, and management planning context by zone and interval.

Protect coverage through breaks and relief

Breaks are part of floor coverage. A quiet zone can become the next problem if relief is not considered.

Check minimum coverage

See whether the source zone can lose a person without falling below the configured minimum.

Use relief deliberately

Relief staff can support breaks and temporary coverage without losing sight of the floor picture.

Keep human approval

Managers decide whether the operational move is acceptable.

Break & relief

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Planning - Break & relief

Human-controlled break, relief and coverage planning with planned-versus-actual evidence. Review live coverage and forecast validity before approving or starting a break plan.

Evaluate floor-service breakBreak guardrailsLive floor coverageCompleted break evidenceManager-reviewed break plans

Evaluate floor-service break

Operational coverage only. This does not determine legal/contract break entitlement and does not change the live assignment automatically.

Forecast interval

10:29 PM

Employee taking break

Jade M. - Main Pit - active

Start offset

At interval start

Duration

15 min

Relief employee

No relief

Decision / execution reason

Required for manager decisions, cancellation, early/late completion, or other material deviation.

Evaluate & save break

Refresh breaks

Dedicated relief preserves target-zone capacity. Pulling relief from another zone is allowed only when that source zone also remains above its minimum coverage.

Break guardrails

Break planning covers zone-based servers/runners only; bar/kitchen staff remain outside

Breaks and relief assignments cannot overlap another proposed/approved break or nam

The full break window must be covered by the persisted forecast.

Approval is an auditable management decision, not an automatic timeclock or roster acti

Completed break evidence

Observed operational change only; not a causal-effect estimate and not an employee scor

No break ext

Live floor coverage

Active and relief coverage is shown against the configured minimum; staff currently on break are shown separately.

High Limit & VIP

active 1 - relief 0 - on break 0 - 1 open request(s) - both constrained - active: Sofia T.

coverage 1/2

Main Pit

active 3 - relief 0 - on break 1 - 5 open request(s) - both constrained - active: Jade M., Maria S., Omar R. - break: Diego L.

coverage 3/2

Poker & ETG

active 0 - relief 0 - on break 0 - 0 open request(s)

coverage 0/1

Slots A

active 0 - relief 0 - on break 0 - 0 open request(s)

coverage 0/1

Break & Relief - coverage guardrails stay visible while supervisors plan temporary staffing changes.

Verify the move actually happened

A staffing plan is only useful when the floor reflects the approved decision.

From plan to execution

- Compare approved staffing action with what is actually happening on the floor.
- See whether the move was completed, delayed, or deviated from the plan.
- Keep management focused on the result of the decision, not only the intention.
- Use the new floor state as evidence for the next action.

Execution monitor

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Live operations - Execution monitor

Live staffing/break execution commitments, drift, recovery and completion evidence.
Resolve overdue or drifted commitments explicitly; do not hide them by editing the original plan.

Execution exceptionsRecovery rules

Critical exceptions

0

Warnings

0

Shift-close blockers

0

Execution exceptions

Missed starts, approaching/overdue ends, state drift and assignment-lock integrity are derived from live execution records. Nothing is repaired automatically.

No execution exceptions.

Recovery rules

Recovery / override reason

Required when accepting current state or performing an explicit recovery action.

State drift is never overwritten. A supervisor may explicitly accept the current live assign

Missing or terminal/unexpected execution locks may be repaired only by an explicit auth

Active executions and any remaining execution locks block shift close.

Acknowledgement records awareness only; it does not make an operational exception d

Execution Monitor - approved operational changes can be checked against what actually happened.

PLAN APPROVE EXECUTE VERIFY

Do not let unresolved service issues disappear at shift change

Shift close carries open work, ownership, and follow-up into a controlled management handover.

Carry the operating lesson forward

- Identify unresolved blockers before the shift closes.
- Assign an owner and priority to follow-up work.
- Carry important items into the next shift instead of losing them in a verbal handover.
- Preserve a clearer management record of what was closed and what still needs attention.

A clean shift close turns today's service issues into tomorrow's controlled follow-up.

Shift close review

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Management - Shift close review
Final shift reconciliation, blockers, structured follow-up and immutable close evidence.
Reconcile blocking work in its authoritative workflow before finalizing the shift.

Close readinessManager handoverStructured follow-upUnresolved work by categoryIncoming carry-forwardService & performanceForecast vs actualOperational interventionsExceptions & recoveryZone and preparation comparison

Close blockers
5

Late delivered
0

P90 service
0m

Close readiness
The server recomputes blockers from current orders, temporary executions and assignment locks. Saving a note does not bypass operational blockers.

Resolve all active food/beverage service requests before closing.
OPEN_SERVICE_REQUESTS6Open workflow

Resolve all preparation work before closing.
OPEN_PREPARATION_WORK7Open workflow

Complete or reconcile all pickup/delivery custody before closing.
OPEN_DELIVERY_CUSTODY1Open workflow

Resolve every open, observing or unresolved supervisor intervention before closing.
ACTIVE_SUPERVISOR_INTERVENTIONS1Open workflow

Complete or reconcile all active staffing/break execution and locks before closing.
ACTIVE_STAFFING_BREAK_EXECUTION2Open workflow

Handover note required
Save an explicit manager note before closing.required

Manager handover
Operational handover note
What should the next shift know? If nothing is outstanding, record that explicitly.

Structured follow-up
AreaGeneralPriorityNormal
Follow-up item
Specific nonblocking work the next operation should know about.
Source typeOptional: forecast_runSource IDOptional evidence refen
Add follow-up
No nonblocking f
☐ I acknowledge these unresolved-but-nonblocking follow-up / carry-forward items.
Save handoverRefresh reviewClose shift now

Shift Close - unresolved issues, ownership, and carry-forward remain visible at handover.

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Turn service history into management intelligence

Reports, search, and bounded AI explanation help management review what happened and why it mattered.

Find the evidence

Search orders, events, actions, and follow-up without rebuilding the story from memory.

Review what changed

Compare service pressure, staffing actions, exceptions, and shift outcomes.

Explain finalized evidence

Management AI can help summarize finalized evidence while keeping authority with people.

AI can help explain finalized evidence. It does not run the operation or replace the manager.

Metric definitions & evidence quality

Definitions are part of the reporting contract so denominators, sample sizes and unavailable evidence remain inspectable.

lifecycle_sample_count

Sum of the finalized per-shift completed samples available for the named lifecycle phase. Missing timestamps are excluded rather than imputed.

lifecycle_weighted_average_minutes

Sample-weighted mean of finalized shift phase averages. This is not a percentile and does not invent missing raw durations.

lifecycle_mean_shift_p90_minutes

Arithmetic mean of finalized shift P90 values for shifts where that phase P90 exists. It is not a P90 recomputed from pooled raw orders.

zone_weighted_within_target_percent

Delivered-request-weighted mean of finalized per-zone within-target percentages where a denominator is available.

zone_mean_shift_p90_minutes

Arithmetic mean of finalized per-shift zone P90 values. It is not a percentile recomputed across raw orders.

preparation_mean_shift_p90_minutes

Arithmetic mean of finalized per-shift preparation-point P90 values for the named phase.

forecast_variance

Actual minus expected demand retained in the finalized Stage 328 forecast evidence. Positive and negative variance are descriptive, not management success/failure scores.

intervention_observation

Supervisor-recorded before/after operational evidence retained in the finalized Stage 329 intervention record. It is observational and does not establish causation.

carry_forward_receipt

Append-only Stage 330 receipt evidence showing whether and when a later shift acknowledged awareness of a carry-forward item. Receipt does not prove the follow-up was completed.

evidence_quality

Unavailable = no measured samples; limited = fewer than 10 samples or fewer than 2 finalized shifts; moderate = fewer than 30 samples or fewer than 4 finalized shifts; strong = at least 30 measured samples across at least 4 finalized shifts.

Selected finalized report

Export JSON Export CSV Printable report AI briefing

2026-08-15 - Previous Night F&B

CasinoOpsAI Demo Property - Finalized 2026-08-16T04:49:23.609Z

Shift reporting - service history, follow-up, and management evidence remain available for review.

Give every role the view it needs

Operational staff see the work they own. Supervisors and managers see the control points they need to manage the shift.

Frontline service

Servers, bartenders, prep staff, and runners focus on requests, preparation, pickup, and delivery.

Floor initiators

Pit Supervisors, Slot Supervisors, and VIP Hosts can start service where demand begins.

F&B supervisors

Food and Beverage Supervisors see preparation, delivery, exceptions, coverage, and operational pressure.

Management

F&B Managers and Casino Managers review staffing, forecasts, execution, shift close, and reports.

Seventeen connected workspaces

Take Order

My Floor

Preparation

Runner & Delivery

Alerts

Control Room

Measurement

Forecast & Capacity

Staffing Scenarios

Break & Relief

Execution Monitor

Interventions

Shift Close

Shift Reports

Search & Evidence

Management AI

Configuration / Staff & Access

Focused by design: casino F&B service operations - not POS, payroll, HR, inventory, surveillance, or player CRM.

Move from reactive service to controlled service.

A practical management rhythm for every busy shift

1

See the pressure

Know which zone is building demand and which phase is slowing.

2

Check the coverage

Compare active staff, relief, and minimum coverage before moving anyone.

3

Test the response

Use staffing scenarios to evaluate the move before acting.

4

Verify the execution

Confirm that the approved change actually happened on the floor.

5

Carry the evidence

Close the shift with unresolved items, actions, and lessons still visible.

See demand clearly. Put staff where they are needed. Keep every handoff visible.

During the shift

See pressure, coverage, bottlenecks, and execution while action is still possible.

After the shift

Review what happened, what changed, and what must carry forward.

Adaptable to the language requirements of the casino or deployment.