A basic guide to setting up a
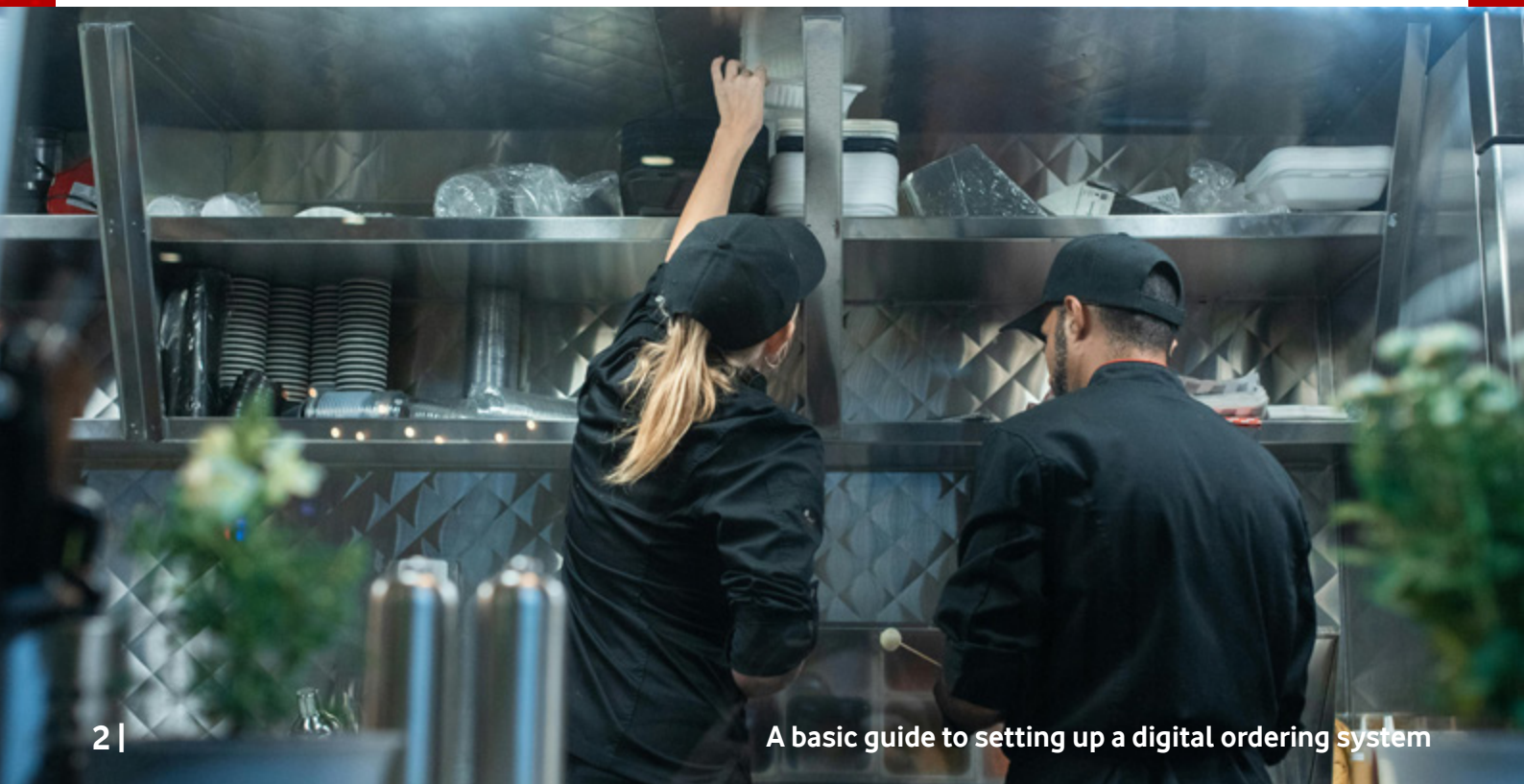# **digital ordering system**

vodacom
business

Introduction

As a restaurant owner, staying competitive means adapting to modern trends like digital ordering. Customers now expect the convenience of browsing menus, placing orders, and paying directly from their phones. If you don't meet their needs, you risk falling behind competitors who offer a faster, simpler dining experience.

However, we understand that setting up digital ordering might feel overwhelming. That's why we've created this simple, step-by-step guide to help you get started.

Why digital ordering?

Digital ordering lets your customers view your menu, order and customise their meals, and pay—whether before they visit your restaurant or while dining in. It's an easy way to improve their experience and make your restaurant run more smoothly.

Why it matters:

It saves time for your staff, allowing them to focus on better customer service.

It increases revenue by making it simple for customers to pre-order or add extras to their meals.

It reduces mistakes by removing manual order-taking.

It's cleaner and safer by limiting contact between customers and physical menus.

It cuts down on waste by replacing paper menus and order slips.

It meets customer expectations for speed and convenience, helping them return.

Setting up a digital ordering system

Here's a simple guide to getting started with digital ordering and making it work for your restaurant.

Step 1: Evaluate your needs

Start by looking at your restaurant's current operations:

What problems could digital ordering solve, like long wait times or order mistakes?

What do you need it for? Dine-in orders, pre-orders, or both?

By understanding your needs, you can choose tools that fit your restaurant best.

Step 2: Choose the right system

Find a digital ordering system that fits your budget and is easy to use. Look for systems that:

1. Work with your POS system – This ensures orders go straight to your kitchen.

2. Allow mobile payments – Customers should be able to pay securely with their phones or cards.

3. Make menu updates simple – You should be able to add or change items quickly.

Picking the right system will save you time and prevent headaches later.

Step 3: Ensure reliable internet

Your digital ordering system depends on a strong internet connection. To avoid problems:

Have a failover plan to keep your system online by automatically switching to a backup connection if your primary internet goes down. For instance, a router with a built-in SIM card can ensure uninterrupted connectivity.

Your Wi-Fi is shared between your customers, employees, and digital ordering system. Check if your network can handle this traffic during busy times without slowing down.

Reliable internet keeps your system running smoothly and your customers happy.

Step 4: Set it up with your operations

Make your new system part of your daily routine:

Connect it to your POS system so orders are processed automatically.

Test everything to make sure it works properly before you start using it fully.

A well-integrated system will make things easier for your staff and customers.

Step 5: Train your staff

Help your team get comfortable with the new system:

Show them how to manage digital orders and fix common problems.

Train staff to explain how the digital ordering system works in a simple way to customers.

When your staff is confident, they'll create a better experience for your customers.

Step 6: Launch your system

Start small to make sure everything works smoothly:

1 Try it with a few customers or during quieter times.

2 Get feedback from customers and staff to fix any issues.

3 Roll it out fully once you're confident in how it works.

A gradual launch helps you avoid surprises and ensures everything runs well.

Why partner with Vodacom for your restaurant's success

Digital ordering is only as good as the internet connection that it relies on. Reliable connectivity is essential for keeping your system running smoothly, especially during peak hours when multiple users rely on your network.

Vodacom is committed to helping restaurants like yours succeed by providing reliable connectivity solutions that ensure your digital ordering system operates without interruptions. With Vodacom, you can confidently focus on growing your business while knowing your connection is in safe hands.

Conclusion

Digital ordering is no longer just an option for modern restaurants—it's the future. With the right system, you can offer customers the convenience they expect while making your restaurant run more efficiently.

Start setting up your digital ordering system today and position your restaurant for long-term success in an increasingly competitive market.

vodacom
business