

Floor plan and waiter pad set-up

How to draw your tables on the floor plan and set how the waiter pad behaves for your staff.

Screenshots taken on a demo store at app.posso.co.uk, 11 October 2026. Your menu, staff, printers and prices will be different.

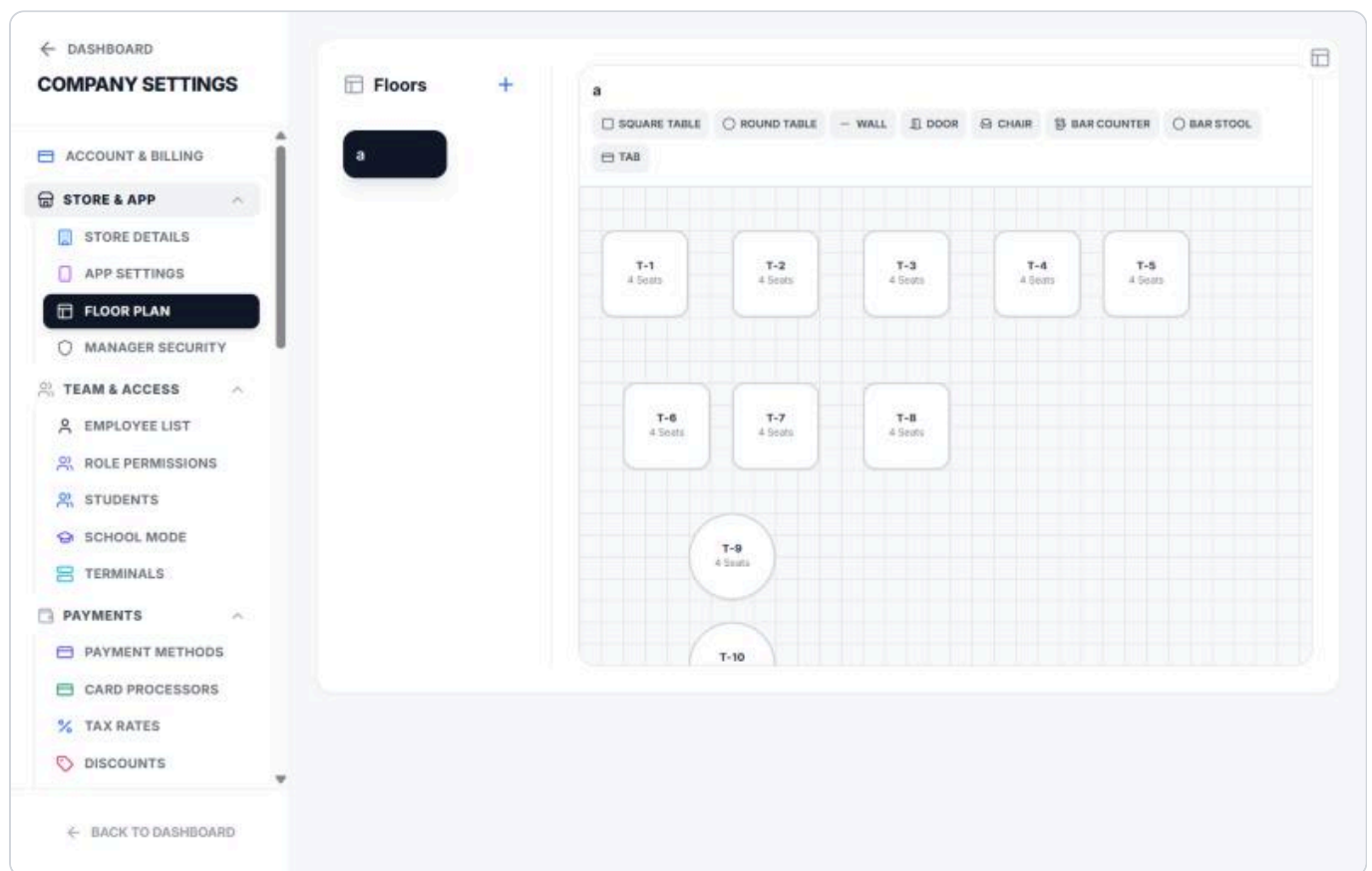
The short version

- Go to **Settings**, then **Store & App**, then **Floor Plan**.
- Tap a shape such as **Square Table** to add it, then drag it into place.
- Waiter pad options are in **Channels & Integrations**, then **Waiter Pad**.

1 Open the floor plan

From the **Dashboard**, tap **Settings** in the left-hand menu. Company Settings opens with its own menu down the left.

Open **Store & App** and tap **Floor Plan**. Your floors are listed on the left. Tap the + to add another floor, for example Upstairs or Garden.



2 Add tables and furniture

The buttons above the grid add things to the plan.

- **Square Table** and **Round Table**: each shows its table number and number of seats.
- **Wall** and **Door**: to make the plan look like your room.
- **Chair, Bar Counter** and **Bar Stool**.
- **Tab**: for bar tabs.

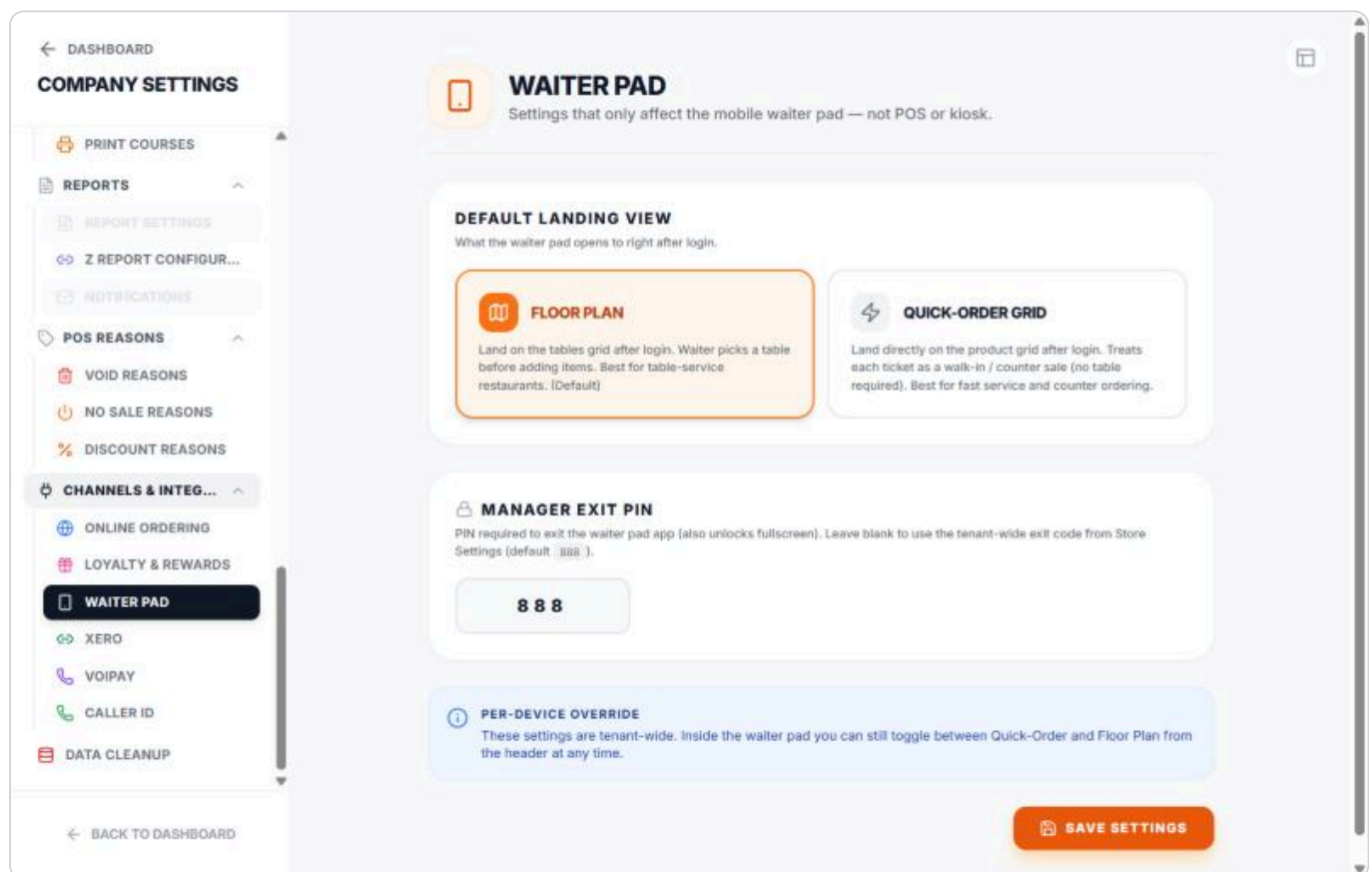
Tap a button to add the item, then drag it to where it sits in the room. Lay the plan out the way staff see the room from the till, so they find tables without thinking.

Tip. Number tables the way your staff already say them. Changing the numbers later confuses everyone during a service.

3 Choose how the waiter pad opens

Open **Channels & Integrations** and tap **Waiter Pad**. These settings only affect the handheld waiter pad, not the till or the kiosk.

- **Floor Plan** (the default): the pad opens on the tables. The waiter picks a table, then adds items. Best for table service.
- **Quick-Order Grid**: the pad opens straight on the products and treats each order as a walk-in. Best for counter and fast service.



A waiter can still switch between the two views from the top of the pad at any time.

4

Set the manager exit PIN

The **Manager exit PIN** is needed to leave the waiter pad app. Leave it blank to use the store-wide exit code. Tap **SAVE SETTINGS**.

Tip. Change the exit PIN from the default so staff cannot leave the app on a shared handheld.

If something is not right

A table is missing on the till

Check it is on the right floor in **Floor Plan**.

The waiter pad opens on products, not tables

In **Waiter Pad** choose **Floor Plan** as the default landing view and save.

Staff cannot leave the waiter pad

They need the **Manager exit PIN** set in **Waiter Pad**.

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