TouchBistro
Product Guide

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What is TouchBistro?

TouchBistro is an all-in-one, cloud-based POS and restaurant management system that enables operators to take care of their guests and grow their businesses.

Designed exclusively with restaurant and hospitality businesses in mind, TouchBistro provides the most essential front of house, back of house, and guest engagement solutions on one easy-to-use platform.

16,000+
restaurants powered

100+
countries

$14 BILLION
processed annually

How TouchBistro Can Help Your Business

Increase Sales
Boost on- and off-premise orders, drive repeat business, turn tables faster, and increase average check size.

Deliver an Exceptional Customer Experience
Guarantee order accuracy, reduce wait times, and serve customers with takeout, dine-in, or delivery options—wherever and however they're ordering.

Grow Your Bottom Line
Find cost savings, reduce food waste, monitor staff performance, improve FOH-to-BOH communication, and more with easy-to-use tools and cloud reporting.

Why Restaurants Love TouchBistro

Expert and Peer-Recommended
TouchBistro is consistently rated 4.5+ stars out of 5 by G2, Merchant Maverick, Capterra, and more.

Real-Time Cloud Reporting
Equipped with more than 50 cloud-based reports, TouchBistro gives you instant access to the insights you need.

Zero Downtime
Our offline mode allows your devices to continue talking to each other, even when your internet goes down, so service is never interrupted.

Round-the-Clock Support
Get up and running quickly with our one-box POS solution and enjoy the peace of mind of 24/7 locally-based support, available 365 days of the year.

Trustpilot ★★★★☆

TOP5 POS SYSTEMS ★★★★★

G2 ★★★★⯨

Capterra ★★★★☆

> We wanted to make sure we chose the right equipment for us that was simple, seamless, and intuitive. We kept narrowing it down, and once we started to engage with TouchBistro, we saw that it was going to be a solid partnership."

Kelly Enright
Owner
Tilted Pint
Bryan, TX

Read the Success Story

Overview: The TouchBistro Product Suite

Solutions for Every Type of Restaurant

With solutions for the front of house, back of house, and guest engagement, TouchBistro has everything you need to run your restaurant, all in one place.

🖥 Point of Sale (POS)

The core of our product suite, our fast, reliable, and easy-to-use cloud-based POS comes equipped with all of the features you need to streamline your operations.

Front of House

🗗 Customer Facing Display

Improve the guest experience and drive efficiency by letting customers view and confirm orders in real time before sending them to the kitchen.

💲 Payments

Accept cash, credit card, debit card, and digital wallet payments at your restaurant with TouchBistro Payments.

Back of House

🏧 Profit Management

A perfect companion to your POS, this robust back office management solution helps you take control of your inventory, manage costs, automate the invoicing process, and more, all from one centralized platform.

🍴 Kitchen Display System (KDS)

Streamline communication between the front and back of house, improve order accuracy, and time meals perfectly with the help of our Kitchen Display System.

Guest Engagement

🛍 Online Ordering

With our POS-integrated online ordering solution, customers are able to order takeout and delivery directly from your website while you keep 100% of the profits.*

Payment processing and delivery fees may apply.

📢 Marketing

Put your restaurant marketing on autopilot with a platform that enables you to automate email and in-app message campaigns, create enticing promotions, segment diner data, and more.

🖾 Reservations

Accept bookings directly through your website and Google, communicate with guests via SMS and email, add custom reservation notes, and more with our complete reservations management system and digital waitlist.

👤 Loyalty

Drive repeat business through customizable reward programs, a branded web app, detailed reporting, and more with our loyalty and customer relationship management (CRM) platform.

🎁 Gift Cards

Drive immediate cash flow and repeat business with digital gift cards that diners can access and redeem online, and custom-branded physical gift cards.

How It All Works Together

PAYMENT PROCESSING ●   ● **KITCHEN DISPLAY SYSTEM**

CUSTOMER FACING DISPLAY ●   ● **PROFIT MANAGEMENT**

FRONT OF HOUSE

BACK OF HOUSE

GUEST ENGAGEMENT

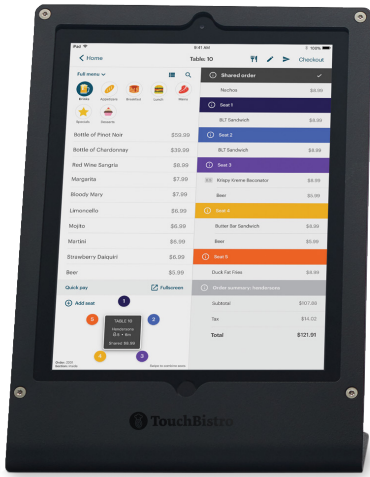● **ONLINE ORDERING**   ● **LOYALTY**   ● **MARKETING**

● **RESERVATIONS**   ● **GIFT CARDS**

Point of Sale (POS)

Everything you need to run your restaurant on one powerful platform.

The core of TouchBistro's restaurant management platform, the TouchBistro POS helps restaurant operators simplify and streamline operations while improving the guest experience and growing the bottom line.

Manage orders, payments, menus, reports, and more with our cloud-based POS software, while enjoying the mobility and freedom of our mobile POS hardware. Together, our system offers everything you need to run your restaurant— in-venue or from anywhere you may be.

What features are included?

Floor Plans and Table Management
- Customizable Floor Plans
- Color-Coded Tables

Design your floor plan, assign sections, and monitor tables in just a few taps with our advanced table management solution.

Tableside Ordering
- Bill Splitting
- Separate Checks
- Modifier Prompts

Take orders, upsell, and split bills right at the table with a mobile POS that moves with you.

Menu Management
- Customizable Menus
- Item Descriptions
- Bulk Editing Functionality

Build your menu in minutes and manage it from anywhere. Changes sync in real-time so staff always know what's on the menu and what's been 86ed.

Staff Management
- Access Controls/Permissions
- Clock In/Clock Out

Save time, track employee activity, and optimize labor costs with built-in staff management software designed just for restaurants.

Multi-Location Management
- Menu Creation/Management
- Staff Permissions
- Consolidated Reports

Manage multiple locations from one centralized system with tools that allow you to edit and sync menu changes across multiple venues, access consolidated sales reports, set custom staff permissions, and more.

Reporting and Analytics
- Cloud-Based
- Single Data Source

All your restaurant data is streamlined into a single platform in real time so you get instant access to 50+ cloud-based reports that you can view from anywhere, on any device.

Offline Mode

Even if you lose internet connectivity, TouchBistro's offline mode allows you to continue taking/closing orders, sending orders to the KDS, and taking offline payments.

How can it help your business?

Increase Sales

Increase sales with built-in tools that help you boost average check size, speed up table turnover, and promote your most profitable menu items.
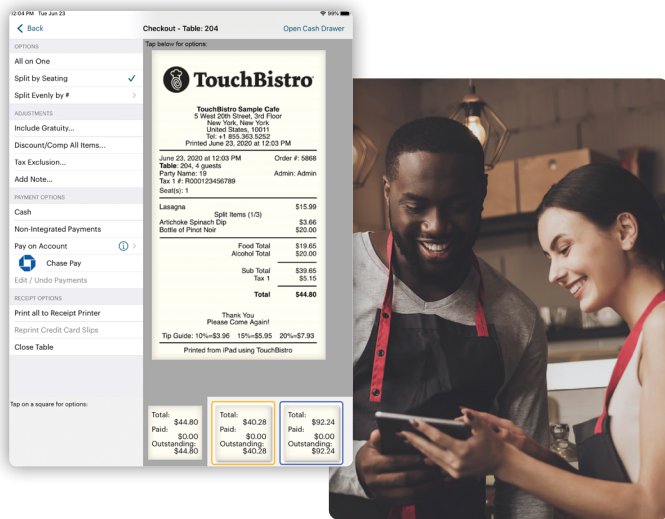
Deliver a Great Customer Experience

Deliver faster, better service with a mobile POS that helps you serve guests quickly, minimize order errors, keep lines moving, and process payments without a hitch.

Save Time and Money

Manage staff permissions, floor plans, and menu items from anywhere with cloud-based tools and reports that help you identify ways to save time and money.

How much does it cost?

TouchBistro POS starts at $69/month*. Get in touch for a custom quote today.

*Hardware and additional fees may apply.

Learn More

> We went out and looked at different POS systems—I went through all of the systems and looked for savings opportunities. The most competent Apple-based system was going to win. So we went the TouchBistro route because it was competent and Apple-based."

Christopher Wurts
Co-Owner
Epicurean Garage
Chester Springs, PA

Read the Success Story

Front of House
Solutions

TouchBistro Payments

Accept payments quickly, easily, and securely with a fully integrated payment processing solution.

TouchBistro Payments Powered by Chase is a three-in-one hardware, software, and support solution that allows you to accept payments of all types in your restaurant and online.

Designed to keep your business moving, TouchBistro Payments integrates directly with the TouchBistro POS to reduce the burden of double entry and features a built-in offline mode so you can continue taking payments even if your internet goes down. And with simple, transparent pricing, you never have to worry about surprise payment processing fees.

What features are included?

Feature	Description
POS Integration	Save time and eliminate the errors that come with manual data entry with direct POS integration.
In-Venue and Online Payments	Let customers pay any way they like with the ability to process credit card, debit card, cash, contactless, and mobile payments in venue and online.
Transparent Pricing	With our transparent pricing model and competitive rates, you always know what you'll be paying.
Offline Payments	Offline mode allows you to continue taking payments even when your internet goes down so service never skips a beat.
Security and Fraud Protection	Enjoy the peace of mind and security of end-to-end data encryption.
Support	Access your data, manage settings, and get answers to any questions with 24/7 support and access to the TouchBistro Payments Portal.

How can it help your business?

Increase Sales

Process more transactions per service with a fast and efficient integrated payments solution that speaks directly to the POS and eliminates the time-consuming process of double entry.
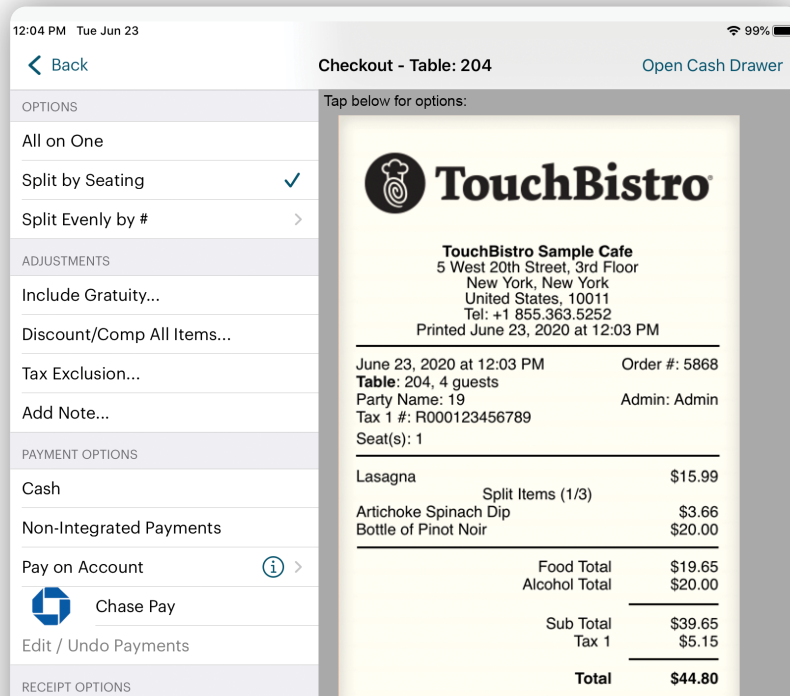
Deliver a Seamless Great Experience

Provide a seamless payment experience for guests with the option to pay at the counter, the table, or online using their preferred payment method— whether it's swipe, dip, tap, or mobile pay.

Keep Service Moving

Get up and running quickly with a convenient, one-box payments solution, and then ensure service is never interrupted with offline resilience and the support of experts when you need them.

"Since switching to TouchBistro Payments, our funds are deposited quickly and consistently every time."

Katty Chavez
Owner
El Atlakat
Miami, FL

Customer Facing Display

Keep the lines moving and improve order accuracy with a customer-facing display for your counter.

Leveraging the sleek, user-friendly design of Apple iPads, TouchBistro's Customer Facing Display elevates the guest experience by allowing guests to visually see and confirm their orders in real-time.

When guests are empowered to confirm the items, cost, and any modifications to their order, you avoid costly errors, keep lines moving, and, most importantly, ensure guest satisfaction. And with the option to customize the screen, you can use your Customer Facing Display to promote special offers, new menu items, and more.*

Hardware and additional fees may apply.

What features are included?

POS Integration
Direct integration with the TouchBistro POS ensures diners can see all items in their order, any modifications, and the total price in real time.

Customizable Display and Touchscreen Interface
Cut down on staff and guest errors by allowing guests to visually see and confirm their order before completing the transaction.

Apple Hardware
Enhance the guest experience without cluttering your counter with sleek Apple iPad displays.

Upsell Prompts
Tempt hungry diners by displaying high-margin menu items, combos, and add-ons that boost the average check size.

Custom Branding
Ensure what diners see matches your brand with the option to add custom branding.

Point-of-Purchase Advertising
Display photos of your menu, promotions, and even your social media account when your screen's not in use to keep guests engaged with your brand.

How can it help your business?

Boost Average Check Sizes
Encourage guests to select more profitable menu items, choose add-ons, or upgrade to a combo by advertising your offerings at the point of purchase.
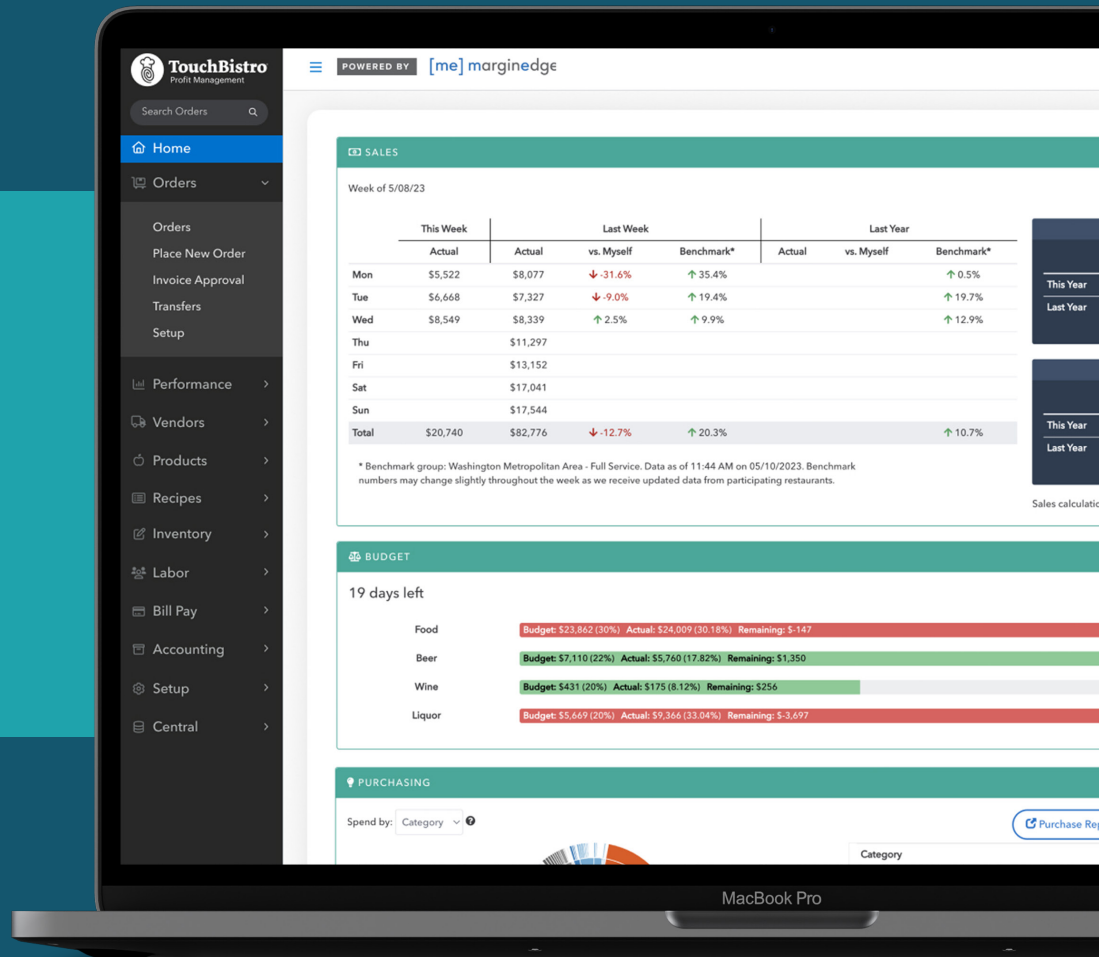
Guarantee Guest Satisfaction
Allow guests to confirm that their order is exactly the way they like it – and at the price they expected – before completing the transaction to avoid any confusion.

Reduce Costly Errors
Avoid costly errors and last-minute changes by displaying all menu items and modifiers to guests in real-time.
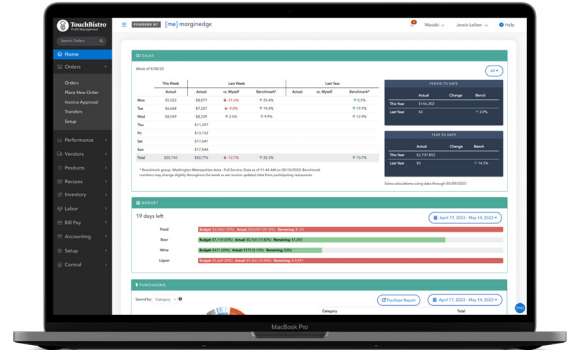
Back of House
Solutions

TouchBistro Profit Management

Save time, maximize profitability, and simplify inventory management with a complete back office solution.

TouchBistro Profit Management Powered by MarginEdge integrates with the TouchBistro POS, and connects with leading accounting software and inventory suppliers so you can streamline your entire back office operation, uncover opportunities, and maximize profitability.

With this robust back office management solution, you'll gain 360-degree visibility into your entire operation, along with the tools required to track food costs in real time, adjust recipes for maximum profitability, process invoices digitally, streamline accounting processes, standardize inventory management across multiple locations, and more.

What features are included?

Inventory and Food Usage Automations
Track food costs and pinpoint waste more accurately with a digital inventory management system that updates prices daily.

Invoice Processing
Simply scan, email, or take a photo of your invoices and handwritten adjustments, and all the details will be captured and digitized in less than 48 hours to give you an up-to-date picture of your food costs.

Budget Tracking
Visual budget tracking ensures you always know whether you're over- or under-spending so you can react quickly and save money.

Daily Reporting
Manage your bottom line more accurately with powerful reports that feature up-to-date sales and labor data pulled nightly from your TouchBistro POS.

Recipes and Menu Analysis
Maximize profitability in real time with a centralized solution that calculates plate costs, automatically updates ingredient prices, and pinpoints profitable and high-volume items.

Ordering
Order products from any vendor, create customizable order guides, and keep track of your order history, all directly within the platform.

Bill Pay
Breeze through your bills with the ability to pay an unlimited number of bills directly through the platform, schedule bills for future payments, pay bills in partial amounts, and keep digital records of every check/invoice.

Accounting Integration
Sales and labor data is pulled nightly from TouchBistro POS and instantly exported to your accounting software so you can save time and do away with manual data entry.

Multi-Location Management
Streamline multi-location management and ensure consistency across locations with one centralized, privacy-protected platform that allows you to standardize inventory management across locations and access consolidated sales reports.

How can it help your business?

Maximize Profitability

Make revenue-driven decisions with access to real-time ingredient prices and food cost data that shows you which menu items to keep and which to get rid of based on profitability.
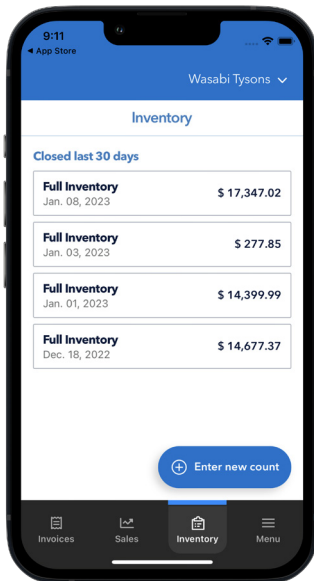
Simplify Inventory Management

Standardize inventory counts, track food costs, and pinpoint waste more accurately with a digital inventory management system that updates prices daily.

Streamline Operations

Manage your entire back office operation faster and more easily with automated invoice processing, unlimited bill payments, and seamless accounting integrations—all on one centralized platform.

Profit Management costs $330/month*. Get in touch for a custom quote today.

Hardware and additional fees may apply.

Learn More

> TouchBistro Profit Management Powered by MarginEdge took four hours of our day down to literally 15 minutes. It's like having a team of bookkeepers. It allowed me to take over the bookkeeping job and not spend 40 hours a week doing it, so I could spend more time running the restaurant."

Chris Lorusso
Managing Partner
Sweetwater Sports Bar & Grill
Lake Wylie, SC

Read the Success Story

TouchBistro Kitchen Display System

Connect your front of house and kitchen staff to ensure orders are fulfilled on time, every time.

TouchBistro's Kitchen Display System Powered by Fresh displays digital order tickets sent directly from your POS, providing a seamless line of communication between your front of house and back of house teams.

With features like color-coded ticket statuses, analytics by location and screen, and bump bar compatibility, TouchBistro's KDS helps improve kitchen communications, decrease ticket times, and eliminate errors—all of which makes for smoother day-to-day operations.

What features are included?

POS Integration
Orders placed on the POS appear immediately on the KDS screen allowing kitchen staff to start preparing items seconds later.

Customizable Display and Touchscreen Interface
Customizable ticket and font sizes, instinctive drag and swipe controls, and color-coded ticket statuses make the KDS easy to learn and use.

Order View
Orders appear instantly on the KDS screen and are signaled by a loud, audible chime so you never miss a ticket.

Ticket History View
Easily identify and correct errors with the option to view and recall past orders at any time (without the need to dig through a stack of completed tickets).

Routing Capabilities
Minimize missed orders or long wait times by strategically routing orders to appropriate cook stations (i.e., the grill, fryer, etc.).

Online Order Fulfillment
Eliminate double entry by displaying all orders from your POS and online ordering system in the KDS as different order types on a single screen, or on individual screens dedicated to each order type.

Bump Bar Compatible
Keep your order queue organized and your KDS screen clean by using a bump bar to update orders in real time.

Reporting and Analytics
Gain valuable insights that help you monitor BOH efficiency and improve performance with a dashboard that provides average number of tickets and average bump time, as well as detailed order information and exact bump times.

Offline Mode
Even if your internet connection is lost or interrupted, TouchBistro's KDS is equipped with a redundancy feature that ensures your devices can continue to talk to one another and orders can still be taken, even without the internet.

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Display orders from anywhere, all on one screen

Whether orders are sent from your POS or online ordering platform, TouchBistro KDS ensures all orders are sent to and fulfilled directly from the kitchen.

POS → **KDS** ← **Online Ordering**

How can it help your business?

Turn Tables Faster
Improve table turnover times, minimize missed orders, and reduce wait times by optimizing your kitchen's efficiency with an interactive KDS screen.

Streamline Staff Communication
Provide instant and accurate communication between FOH and BOH staff to improve order accuracy and enhance the guest experience.

Optimize Kitchen Operations
Quickly view and prioritize open tickets with intuitive color-coded statuses to improve BOH speed and efficiency.

How much does it cost?

KDS starts at $19/month* Get in touch for a custom quote today.

Learn More

Hardware and additional fees apply.

> " The ability to send bump time reports from Fresh KDS to our business intelligence system in real time...simply a dream come true for data-driven operators."

Tamy Duplantis
IT Consultant
Bonchon
Dallas, Texas
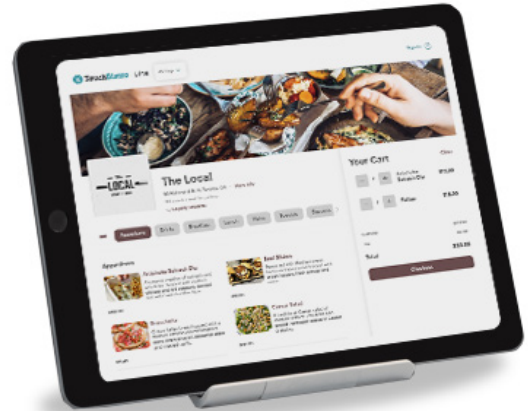
Guest Engagement
Solutions

TouchBistro Online Ordering

A commission-free online ordering solution that enables you to accept pick-up and delivery orders directly through your restaurant's website.

The easiest way to offer takeout and delivery, TouchBistro Online Ordering lets diners skip the third-party apps and order directly through your restaurant's website, Google My Business profile, social media channels, and TouchBistro Dine while you keep 100% of the profits.*

With the freedom to customize the online ordering experience with scheduled orders, custom branding, wait times, delivery boundaries, and more, TouchBistro Online Ordering helps you boost sales from off-premise orders and maintain your margins.

Payment processing and delivery fees may apply.

What features are included?

Feature	Description
POS Integration	Orders flow directly from your website into your POS—no manual order entry required.
Multi-Touchpoint Ordering	Accept online orders through your website, social media channels, your own custom-branded TouchBistro Dine page, and more.
Scheduled and Immediate Orders	Guests can place orders to be prepared immediately or schedule them for a future time or date.
Integrated Online Payments	Restaurants can accept payments online, creating a seamless online ordering experience for diners.
Discovery Platform	Gain exposure and reach new diners with a listing on the **TouchBistro Dine** discovery platform.
On-Demand Delivery	Offer delivery via your own fleet of drivers or enable the commission-free DoorDash Drive integration to tap into a network of local, on-demand delivery drivers.
Cloud Management	Enjoy the flexibility of managing your hours of operation, delivery boundaries, wait times, and more, from anywhere, at any time.
Marketing Integration	Harness the power of the TouchBistro Marketing integration to send targeted email and in-app promotions based on online ordering transaction data.
Loyalty Integration	Encourage customers to order again and again by letting them place orders, collect points, and redeem rewards online through the TouchBistro Loyalty integration.
Gift Cards Integration	Enable customers to pay for online orders using digital gift cards and purchase digital gift cards from your online ordering page with the TouchBistro Digital Gift Cards integration.

How can it help your business?

Maximize Profits

Stop losing up to 30% of your sales to third-party apps by choosing a commission-free* online ordering solution that helps you grow your takeout and delivery business.
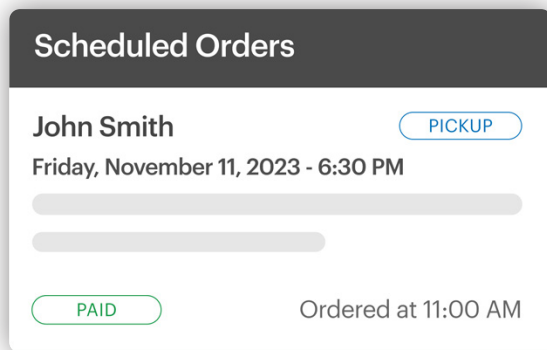
Make Ordering Easier for Guests

Give guests an easy way to order, customize, and pay for takeout and delivery orders through your restaurant's website, TouchBistro Dine, and other channels.

Streamline Operations

Streamline operations and boost off-premise sales by overseeing the full online ordering experience.

Scheduled Orders

John Smith   PICKUP

Friday, November 11, 2023 - 6:30 PM

PAID   Ordered at 11:00 AM

How much does it cost?

Whether you accept 1 order or 1,000 orders, Online Ordering starts at just $50/month. Get in touch for a custom quote today.**

Payment processing and delivery fees may apply.
**Hardware and additional fees may apply.

Learn More

" TouchBistro Online Ordering is so much easier to set up and use than our previous system. I really like how much time it saves us and how quickly we can set things up. I did the basic math on third-party delivery apps and saw what they would charge me, and quickly decided I didn't need or want that. I'm really pleased with the system and our customers seem to be too!"
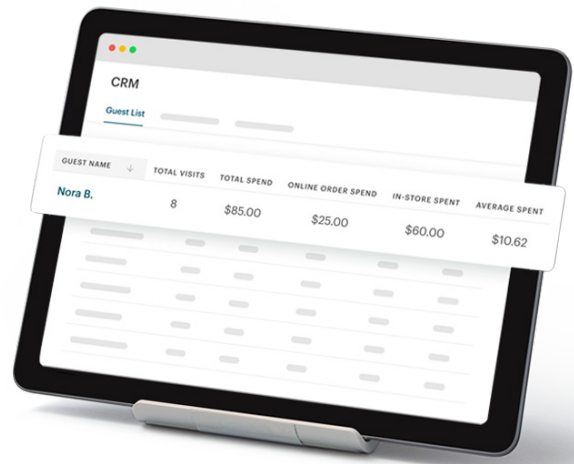
Michael Bruno
Owner
The Blue Door Cafe & Bakery
Cuyahoga Falls, OH

TouchBistro Loyalty

Engage, reward, and retain customers with an easy-to-use customer loyalty solution.

TouchBistro Loyalty enables you to set up custom loyalty programs that reward customers for visiting your restaurant and encourage them to come back for more.

Powered by a robust customer relationship management system, this POS-integrated loyalty solution gives you the ability to capture and track your guests' personal, behavioral, and engagement data. And when you know what your guests really want, you can make more informed business decisions.

What features are included?

Feature	Description
POS Integration	Diners can earn loyalty points and rewards automatically based on items purchased and amount spent.
Customer Relationship Management (CRM) Platform	Use the built-in CRM to capture guest information like average spend, visit history, birthdays, and more to learn more about your customers.
Custom Loyalty Programs	Create spend and item-based loyalty programs that drive repeat business and boost average check sizes.
Customer Web App (CWA)	Create a custom-branded web app for your guests that allows them to earn, redeem, and track their rewards from their own devices.
Cloud Reporting	Access detailed reports on your loyalty programs so you can identify the best reward opportunities and make key business decisions.
Marketing Integration	Integrates directly with TouchBistro Marketing so you can collect purchase data from diners and use it to create targeted marketing campaigns that drive repeat visits.
Online Ordering Integration	Give diners the option to collect and redeem rewards both in-venue or online with the TouchBistro Online Ordering integration.
Multi-Location Functionality	With support for multiple locations, diners can earn points and redeem rewards at any of your venues.

How can it help your business?

Drive Repeat Business
Encourage repeat visits and higher spend with loyalty programs that give your guests more reasons to come back.
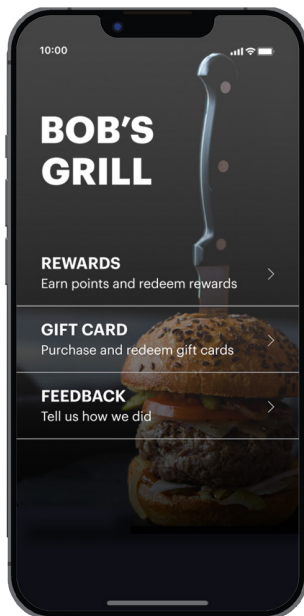
Get to Know Your Guests
Use the built-in CRM to capture guests' personal and transactional data so you can give customers more of what they want.

Make Informed Business Decisions
Take the guesswork out of customer retention with detailed loyalty reports that help you make profit-driven decisions.

How much does it cost?

Loyalty starts at $99/month*. Get in touch for a custom quote today.

Hardware and additional fees may apply.

Learn More

"TouchBistro Loyalty has definitely helped us drive repeat business. Our quality of food is what gets people in the door, but by being able to offer points and discounts, we've been able to keep them coming back again and again."
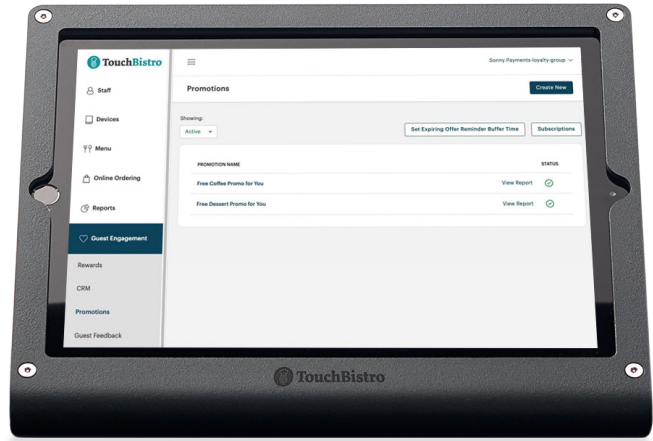
Michael Perkins
Owner
Mustard Seed Cafe
Carrollton, GA

TouchBistro Marketing

A complete marketing solution that helps you keep your restaurant top of mind, all the time.

TouchBistro's easy-to-use restaurant marketing solution helps you set up targeted promotions that will keep guests coming back for more.

With the ability to automate your email and in-app campaigns, segment diner data, and set up a custom-branded web app, TouchBistro Marketing gives you all the tools you need to create offers that will bring lapsed guests back and ensure new guests return.

What features are included?

POS Integration	Streamline operations with a marketing platform that works seamlessly with your TouchBistro POS.
Custom Promotions	Create enticing promotions that encourage customers to come in and to spend more each time.
Email Marketing	Design eye-catching emails your customers can't ignore with drag-and-drop email marketing templates.
Campaign Automation	Put your restaurant marketing on autopilot and keep diners constantly engaged by automating your email and in-app campaigns.
Customer Web App (CWA)	Create a custom-branded web app that lets guests subscribe to emails, leave feedback, receive in-app messages, view promotions, and more, all from their own devices.
Cloud Reporting	Access detailed reporting on your campaigns—including promotion redemptions—to get to know your audience and find the right messaging for future campaigns.
Loyalty Integration	Integrates with TouchBistro Loyalty so you can leverage the CRM platform to bring your customer transaction data, marketing campaigns, and insights together for a 360-degree guest engagement solution—all on one platform.
Online Ordering Integration	Create and send personalized promotions that can be redeemed in-venue and online with the TouchBistro Online Ordering integration.

How can it help your business?

Boost Average Guest Spend
Create enticing marketing campaigns and promotions that encourage guests to return and to spend more each visit.

Deliver Better Offers
Deepen your relationship with guests by serving up the offers they crave at just the right time.

Save Time on Marketing
Save time and effort by automating your marketing campaigns—simply set them and forget them.

New Automation for "Birthdays This Month" Filter

Automation Name	Happy birthday!
Promotion	Free Birthday Dessert
In-App Message	Happy birthday! Enjoy a dessert on us when you visit us during your birthday month!
Email	Birthday Template

Edit Email   Remove Email

How much does it cost?

**Marketing starts at $99/month*.
Get in touch for a custom quote today.**

*Hardware and additional fees may apply.

Learn More

> "TouchBistro is an intelligently designed system that enhances our hospitality abilities! Great customer service and they're very proactive to requests for improvements!"

Edward Cullari Jr.
Owner | Eddie's Roadhouse
Warwick, NY

TouchBistro Gift Cards

Give your guests the gift of convenience with digital and physical gift cards.

With TouchBistro Gift Cards, you can create and sell custom-branded physical and digital gift cards for your restaurant.

Your customers will enjoy the ease of being able to buy and redeem gift cards in-venue or directly from their smartphones, while you enjoy the immediatze cash flow that comes from adding a new revenue-boosting sales channel to your business.

What features are included?

POS Integration
TouchBistro Gift Cards integrates with our POS, unlocking powerful reporting and end-of-year reconciliation support.

Physical Gift Cards
Sell more gift cards in-venue with physical gift cards customized to fit your restaurant's brand.

Digital Gift Cards
Make it easy and convenient for your guests to purchase gift cards online and to immediately send digital gift cards to friends and family with just a few clicks.

Custom Designs
Personalize physical gift cards for special occasions, like birthdays or holidays, with easy-to-use templates or by uploading your own designs.

Customer Web App (CWA)
Give guests more ways to purchase and send digital gift cards online using your very own custom-branded web app.

Cloud Reporting
Know when and where your customers are making gift card purchases and redemptions with single- and multi-location reporting.

Online Ordering Integration
Provide guests with the option to pay for online orders using digital gift cards and purchase digital gift cards from your online ordering page with the TouchBistro Online Ordering Integration.

Multi-Location Functionality
Give diners the freedom to dine and pay for their meals with gift cards at any of your locations.

How can it help your business?

New Revenue Stream

Drive immediate cash flow, attract new guests, and secure repeat customers by selling physical and digital gift cards for holidays and other special occasions.
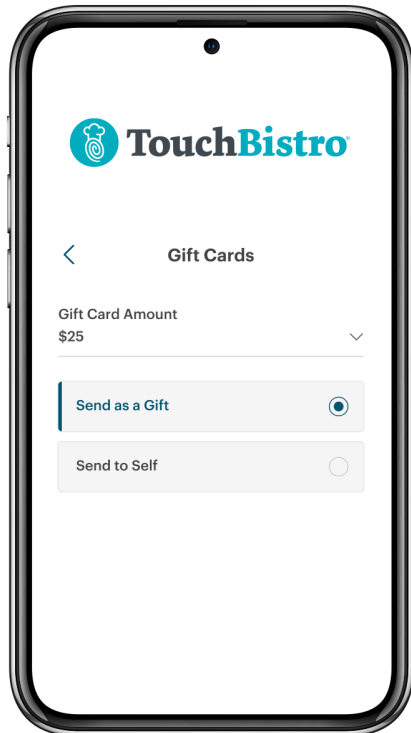
Offer Guests a Gifting Option

Make it easy for guests to purchase and send gift cards to friends and family, and redeem them at any location.

Optimize Promotions

Keep track of gift card purchases and redemptions with easy-to-read reports that can help you make better business decisions and optimize promotions.

How much does it cost?

Gift Cards starts at $25/month*.
Get in touch for a custom quote today.

Hardware and additional fees may apply.

Learn More

> "TouchBistro Gift Cards have contributed to more cash flow and repeat business. We've sold a lot of gift cards and we also use them for giveaways to bring customers back in."

Beth Johnston
Co-Owner
Ohana Pizzeria
Fulton, MO

TouchBistro Reservations

Easily manage online bookings and walk-ins with a POS-integrated reservations management system and digital waitlist solution.

The simplest way for diners to discover and book a table at your restaurant, TouchBistro Reservations helps you fill more seats and turn tables faster.

Rather than relying on a third-party reservation platform with pricey per cover fees, TouchBistro Reservations is fully integrated with your POS so you can accept bookings, manage your digital waitlist, and collect diner data, all in one place.

What features are included?

Feature	Description
POS Integration	Direct integration with the TouchBistro POS allows you to track your guests' order history so staff can offer personalized recommendations and upsell with ease.
Multiple Online Booking Touchpoints	Give guests more ways to find and book a table at your restaurant by accepting bookings through your website, **tbdine.com**, or Google.
Two-Way SMS and Email Communication	Reduce no-shows by reminding guests of their upcoming reservations and letting them notify you if their plans change.
Digital Waitlist	Whether they're at home or on the go, diners can quickly and easily add themselves to a digital waitlist, and receive real-time updates so they know exactly when to arrive.
Comprehensive Reporting	Access advanced reporting to see all of your previous and current reservations activity, identify trends, and inform crucial business decisions.
Reservation Notes	Deliver five-star service with customizable reservation notes that help you track allergies, dining preferences, and special occasions.
No-Show Charges	Reduce no-shows with the option to take credit cards up front and charge a fee for missed reservations.
Table Status Tracking	Keep track of your diners' status from the moment they're seated until their meal has been cleared so you can turn more tables, provide accurate wait times, and keep guests happy.
Customizable Floor Plans	Make the most of your restaurant's layout with custom floor plans and flexible table assignments.
Post-Dining Surveys and Reviews	Gather valuable feedback about your guests' experience with automated dining surveys emailed after a guest has visited your restaurant.

How can it help your business?

Maximize Revenue
Increase your profits by filling more tables per shift and reducing no-shows with auto-confirmation emails and SMS messages.
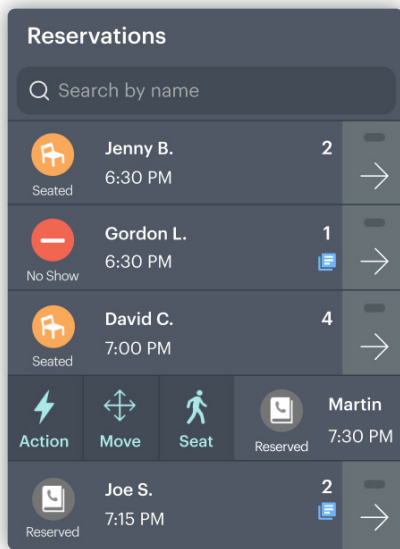
Deliver a Great Customer Experience
Give guests the freedom to book a table in just a few clicks or add themselves to your restaurant's digital waitlist in real time.

Optimize Service
Access advanced reporting to track how many guests are making reservations, when they're visiting, and how long they're staying so you can adjust your service accordingly.

Reservations

Q Search by name

	Jenny B. 6:30 PM Seated	2	→
	Gordon L. 6:30 PM No Show	1	→
	David C. 7:00 PM Seated	4	→

Action | Move | Seat | Martin 7:30 PM Reserved

| | Joe S. 7:15 PM Reserved | 2 | → |

How much does it cost?

Reservations starts at $229/month* flat with no per-cover fees. Get in touch for a custom quote today.

*Hardware and additional fees may apply.

Learn More

> "My favorite thing about TouchBistro Reservations is the easy integration into my Google My Business page and how quickly someone can make a reservation online. TouchBistro Reservations has actually been more effective than I had originally even hoped for, beyond just taking reservations."

Tod Whipple
Owner
Ichiban Sushi
Gainesville, FL

Read the Success Story

Integration Partners

Customize your TouchBistro POS with best-in-class integrations for a truly all-in-one management solution that caters to your business' unique needs.

Beyond our core offerings, TouchBistro has partnered with leading third-party providers to extend the capabilities of your POS and offer deeper insight into your business operations.

Rather than partner with dozens of software providers that carry out similar functions, we have selected and curated a list of only the highest-quality POS integrations on the market. Each of these integration partners specializes in a niche component of restaurant operations so you get first-rate solutions for all your business needs.

Accounting

Reduce data entry errors and save time with our bookkeeping and financial management integrations.

Business Insights & Analytics

Make informed business decisions faster with integration-powered data and reporting for sales forecasting, employee performance, food cost management, and more.

Inventory Management

Manage supply levels, costs, and vendor relationships with our inventory partners.

Online Ordering Aggregators

Pull orders from leading third-party apps directly into your POS so you can conveniently view them in one central location—no additional tablets necessary.

deliverect

Staff Scheduling & Payroll

Optimize your labor costs with integrations that simplify scheduling, team communication, and payroll functions.

7SHIFTS   push

Looking to make the most of your POS system?

We have a wide range of POS integrations and technology partners. If you're not sure which one is right for your specific business or venue, we'd be happy to chat with you.

Learn More About Our Integration Partners

Restaurant POS Hardware

TouchBistro POS is powered by state-of-the-art Apple products and other leading hardware solutions that are intuitive, secure, and easy to set up.

Powerful enough to withstand the rigors of the fast-paced restaurant environment, our hardware helps you run your restaurant faster and more efficiently.

What hardware is needed?

Hardware	Description
Apple iPad	Fast, reliable, and easy to use, TouchBistro's iPads offer a seamless mobile POS experience.
KDS Touchscreens	Designed to handle heat, spills, and falls, our commercial-grade KDS hardware is tough enough for any restaurant kitchen.
Bump Bar	Easily navigate through order tickets without touching the KDS screen with a kitchen bump bar.
Receipt/Thermal Printer	Enable your front of house staff to print receipts directly from your POS to ensure clear communication with guests and speed up the payment processing experience.
Kitchen/Impact Printer	Improve accuracy and ensure back of house staff never miss an order with printed kitchen tickets.
Router	Ensure that your POS can quickly and securely communicate with all of your connected devices with the right router.
Payment Terminals	Accept all payment types, including cash, credit card, debit card, and digital wallet payments with fast, reliable, and easy-to-use payment terminals that continue to work even when the internet goes down.
Cash Drawer	Offer guests the option to pay with cash and keep your bills and coins secure in a cash drawer that can be accessed anytime, even without the internet.

Hardware FAQs

What iPads does TouchBistro support?

We always recommend purchasing the most current iPads sold by Apple.

That being said, TouchBistro supports a wide variety of Apple devices including the iPad Family, iPad Mini Family, iPad Air Family, and iPad Pro Family. For a list of detailed support devices, go to our **iPad support page**.

What if I already have iPads and other equipment?

Great! TouchBistro is compatible with most iPads except for some older generation models. We can easily confirm the compatibility of your existing hardware before we set your system up. However, we strongly encourage purchasing the latest iPad for the best user experience and longevity of support.

What routers does TouchBistro support?

TouchBistro will only support specific routers, including:

1. Cisco Meraki Z3 (purchased from TouchBistro only)
2. Unifi Access Points in conjunction with the purchase of our Cisco Meraki Z3 Router

For more detailed information on our routers, visit our **routers support page**.

What printers does TouchBistro support?

TouchBistro supports printer models by Star Micronics, Epson, and more. For a complete list of printers we support, visit our **printer support page**.

Can I print non-English characters on kitchen tickets?

Yes you can, but there are limitations. Kitchen impact printers do not support Chinese characters, or characters beyond the Latin character set.

If you do need Chinese characters or non-English/Latin characters, you can use **thermal printers** that TouchBistro supports. **Read more** about limitations and how to input Chinese or non-English characters.

What cash drawers does TouchBistro support?

TouchBistro supports a variety of MMF, Star Micronics, and APG cash drawers. For a detailed list of cash drawers we support, see our **cash drawer support page**.

TouchBistro Pricing

Only pay for what you need with a la carte pricing.

Build a customized, all-in-one restaurant management system that caters to your venue's unique needs with all of the products you need—and none of the ones you don't.

Core Products	Starting Cost
POS • Cloud-based 24/7/365 support • Essential restaurant management features • Offline mode • Cloud functionality	$69*/month

Add-On Solutions *Only pay for the add-ons you need.*	
KDS	+$19*/month
Gift Cards	+$25/month
Online Ordering	+$50**/month
Loyalty	+$99/month
Marketing	+$99/month
Reservations	+$229/month
Profit Management	+$330/month

Hardware, installation, and additional fees per license may apply.
Payment processing and delivery fees may apply.

Need help deciding what's best for your business?

Get a Free Quote Now

FAQs

What are the upfront costs?

The upfront costs for TouchBistro include hardware and implementation, which vary depending on your specific hardware packages and installation needs.

Can I purchase additional products later on?

Absolutely! Our flexible a la carte pricing allows you to add additional products at any time.

Do you charge a fee for customer support?

No. Our customer success team is available via phone, chat, and email 24/7, 365 days of the year (including all holidays) at no additional cost.

Is there a charge for software updates?

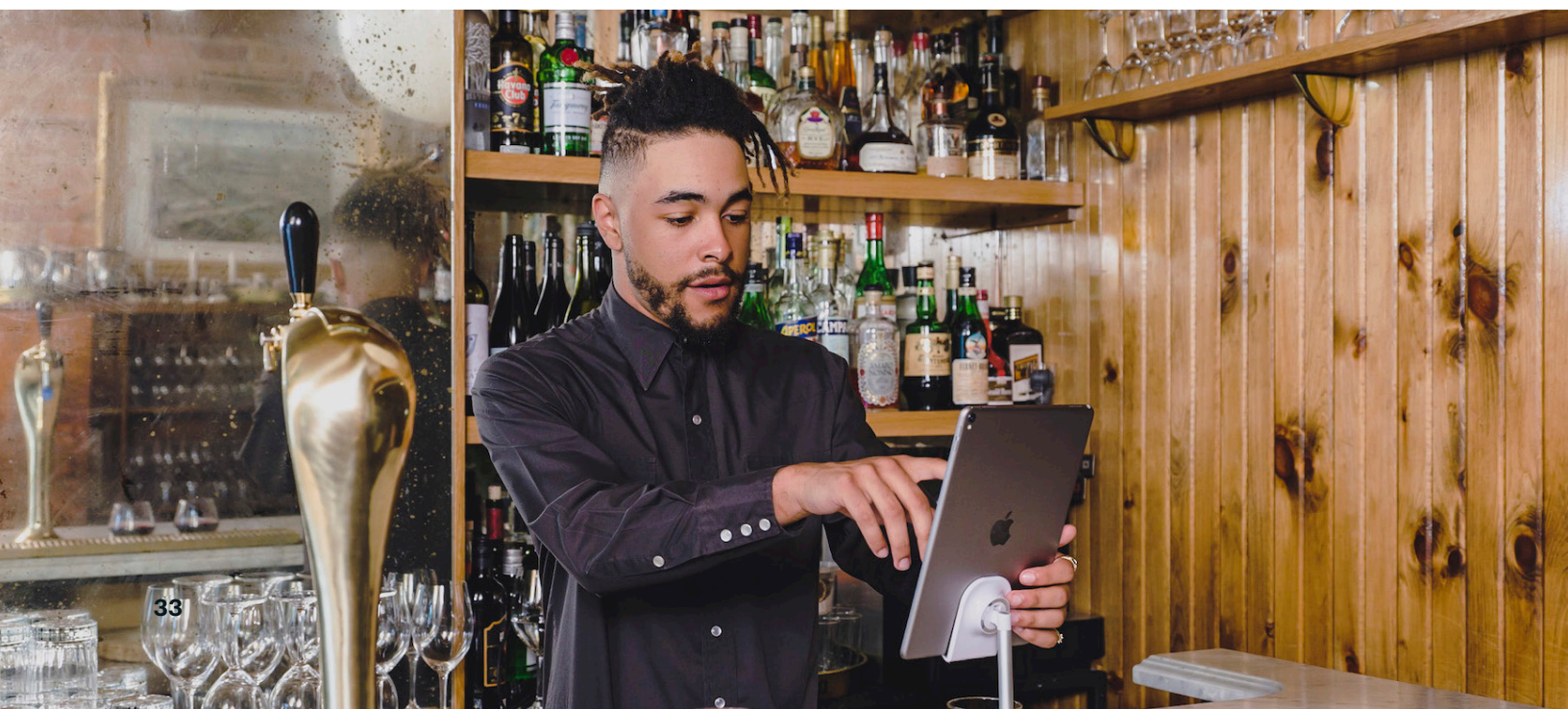No. Software updates roll out automatically at no extra charge.

Are hardware costs included?

No. Hardware costs are not included with your TouchBistro subscription. Get in touch with our team to determine the hardware configuration that's best suited for your restaurant's size, venue type, and needs.

Note that TouchBistro is compatible with Apple iPads, commercial-grade KDS hardware, industry-leading kitchen printers, receipt printers, cash drawers, and certain routers, so you may be able to use your existing hardware in some cases.

Is the hardware bought or leased?

We currently do not offer any hardware leasing plans.

What payment processing fees will I be charged?

It varies, as we need to review your credit history, sales volume, and average ticket size before giving you a custom rate. This includes understanding your credit history, sales volume, and more.

However, TouchBistro Payments Powered by Chase offers transparent and competitive payment processing rates.

Is TouchBistro owned by a payment processor?

No. TouchBistro is not owned by a payment processor.

Is TouchBistro the right fit for my restaurant?

TouchBistro is a good fit for single- and multi-location full-service restaurants, quick-service restaurants, cafes, food trucks, bars, breweries, and wineries.

Who will install my POS?

Our team of certified TouchBistro technicians will guide you through the installation process. From getting the most ideal WiFi signal throughout your venue, to tips and tricks on where to place your hardware, you'll leave your installation session feeling confident that both your hardware and network have been configured properly.

What can you do with TouchBistro POS if the internet goes down?

TouchBistro devices will still be able to communicate with each other even if the internet is down. The next page shows a full list of the features that are available or unavailable if you temporarily lose internet connectivity at your restaurant.

Which Features Are Available Offline?

Feature	Offline Access
Take/close orders on your TouchBistro POS	Yes
Take cash payments on your TouchBistro POS	Yes
Take offline payments on your TouchBistro POS	Yes, if using TouchBistro Payments
Print kitchen tickets	Yes
Send orders to the Kitchen Display System	Yes
Change/edit menu	No
Print receipts/guest checks	Yes
Manage staff permissions	No
Access reports	No (TouchBistro will sync all sales/labor data when the internet is restored)
Access online orders	No
Edit floor plan	No
Let customers claim loyalty rewards	No
Purchase or use gift cards	No

What if I want to refer someone to TouchBistro?

Great! You can submit all referrals through our Referral page and you'll earn $1,000 for each referral who becomes a TouchBistro customer.

Refer Now

How to Get Started with TouchBistro

Read to get started with TouchBistro? Just follow these 3 simple steps.

1   Get in touch with our team by clicking the "Get Started" button below

2   Schedule your free demo/quote

3   Choose the products and hardware setup that fits your venue's unique needs

Get Started