

# Smart QR Order — Food Court Operating System

Unified Multi-Vendor Cart, Touchscreen Kiosks, Autonomous Stall KDS & Automated Revenue Settlements



**Executive Summary:** Traditional food courts and mall food halls face severe queue bottlenecks, scattered order placements, cold meals, and complex manual tenant revenue reconciliation. **Smart QR Order Food Court OS** introduces a unified operating platform: patrons scan one table QR code or approach a 21.5"/32" self-service kiosk to browse *all tenant stalls simultaneously*, build a single multi-vendor cart, and complete one payment checkout via UPI, Card, or Net Banking. Tickets automatically split to dedicated stall KDS tablets and thermal receipt printers, while digital SMS buzzers and central TV ready boards alert guests when their meals are ready. Mall operators enjoy automated commission deductions and 1-click vendor payout disbursements.

|                                                                                                    |                                                                                               |                                                                                                   |                                                                                                     |
|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| ↑ <b>3.2x</b>                                                                                      | ↑ <b>28.4%</b>                                                                                | ↓ <b>100%</b>                                                                                     | ■ <b>0</b>                                                                                          |
| <b>Faster Table Turnover</b><br>Zero waiting in 4 separate stall lines; order instantly from seat. | <b>Higher Basket Size</b><br>Cross-stall impulse add-ons (drinks, fries, desserts in 1 cart). | <b>Cashier Queue Bottlenecks</b><br>72%+ of orders handled via self-service QR & kiosk terminals. | <b>Vendor Settlement Disputes</b><br>Automated daily splits, mall commissions & CAM reconciliation. |

## 1. Operational Transformation: Food Court Chaos vs. Unified OS

| Operational Dimension | Traditional Food Court Operations                                                                                      | Smart QR Order Food Court OS                                                                                                        |
|-----------------------|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Customer Ordering     | Guests stand in 3 to 4 separate queues (Burger, Drinks, Tacos, Dessert). Families split up and meals arrive cold.      | <b>Single Unified Cart:</b> Guests browse all stalls from one table QR or kiosk. Add items from multiple vendors and pay once.      |
| Kitchen Dispatch      | Manual slips handed between counters; kitchen staff shout order numbers over ambient mall noise.                       | <b>Isolated Stall KDS:</b> Instant routing. Burger chefs see burgers; juice bar sees smoothies with exact timestamps.               |
| Order Ready Alert     | Hardware vibrating pagers that get lost (■1,500/replacement), drop out of range, or require patron counter clustering. | <b>Digital SMS &amp; TV Ready Board:</b> Instant SMS buzzer alert to mobile phone + central HDMI TV token board display.            |
| Revenue Accounting    | Manual end-of-day Excel sales auditing; disputes over unrecorded cash sales and mall turnover rent deductions.         | <b>Automated Revenue Split:</b> Dynamic payout gateway automatically deducts mall commissions and deposits net to vendors.          |
| Menu & Stock Updates  | Printed boards require costly reprinting; out-of-stock items cause frustrated customer cancellations at the counter.   | <b>Instant 86 Toggle:</b> Stall managers toggle unavailable ingredients in 3 seconds from phone or tablet, auto-syncing everywhere. |

*"Replacing individual stall queue bottlenecks with unified table QR and 2 central kiosks reduced our average guest ordering time from 18 minutes to 90 seconds. Cross-stall ordering lifted group basket sizes by 31%, and our mall accounting team now reconciles 16 tenant payouts in 5 minutes."*  
— **Rajesh Singhania, Head of Retail & Food Hall Operations, Nexus City Mall**

## 2. Complete End-to-End Operational Architecture

Smart QR Order Food Court OS coordinates guests, vendor kitchens, central mall displays, and banking gateways simultaneously.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <b>PILLAR 1: GUEST TOUCHPOINTS</b> <ul style="list-style-type: none"> <li><b>Table QR Stands:</b> Heavy-duty acrylic stands with QR at every table.</li> <li><b>Self-Service Kiosks:</b> 21.5" or 32" multi-touch kiosks in food hall lobby.</li> <li><b>Unified Catalog:</b> Browse Pizza, Burgers, Dim Sum &amp; Drinks in 1 view.</li> <li><b>Single Checkout:</b> 1-tap UPI, Credit/Debit Card, or Food Court Cash Card.</li> </ul>                              | <b>PILLAR 2: SPLIT ORDER DISPATCH</b> <ul style="list-style-type: none"> <li><b>Isolated Stall KDS:</b> Burger items route to Stall 01; Shakes route to Stall 04.</li> <li><b>Thermal KOT Printers:</b> Auto-print tickets at individual counter prep stations.</li> <li><b>Token Synchronization:</b> Unique sub-token generated per vendor.</li> <li><b>Prep Time Buffers:</b> Dynamic prep pacing so items finish harmoniously.</li> </ul>                   |
| <b>PILLAR 3: CENTRAL SIGNAGE &amp; ALERTS</b> <ul style="list-style-type: none"> <li><b>Central TV Ready Board:</b> HDMI-connected displays show 'Preparing' &amp; 'Ready'.</li> <li><b>Digital SMS Buzzer:</b> Auto SMS alert: 'Order #A-104 is ready at Stall 02!'</li> <li><b>Zero Hardware Pager Loss:</b> Eliminates replacement costs &amp; battery hassles.</li> <li><b>Crowd Dispersal:</b> Guests remain seated comfortably until food is ready.</li> </ul> | <b>PILLAR 4: AUTOMATED SETTLEMENTS</b> <ul style="list-style-type: none"> <li><b>Turnover Commission Split:</b> Dynamic deduction of mall operator fee (e.g. 12%).</li> <li><b>Direct Bank Transfers:</b> Net sales disbursed daily to vendor accounts.</li> <li><b>Tax Splitting:</b> Individual vendor GSTIN invoicing for regulatory compliance.</li> <li><b>Mall Audit Portal:</b> Central analytics on footfall, basket sizes &amp; tenant GMV.</li> </ul> |

## 3. Step-by-Step Guest & Stall Workflow

| Step # | Actor             | Action & System Interaction                                                                   | Operational Advantage                                             |
|--------|-------------------|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| 01     | Food Hall Diner   | Scans Table QR stand or taps 32" lobby touchscreen kiosk. No app download needed.             | Zero wait time; immediate access to all food hall menus.          |
| 02     | Multi-Vendor Cart | Adds Pepperoni Slice (Stall 1), Dragon Noodles (Stall 3), and Boba Tea (Stall 5) to one cart. | Cross-stall impulse buying lifts group basket size by 28.4%.      |
| 03     | Unified Checkout  | Completes single payment via UPI, Credit/Debit card, or Net Banking.                          | Single invoice friction; automated gateway handles backend split. |
| 04     | Vendor Kitchens   | KDS screens auto-receive specific items. Stall 1 gets pizza KOT; Stall 3 gets wok KOT.        | Zero counter cross-talk, autonomous prep, zero ticket confusion.  |
| 05     | Ready Buzzer & TV | Stall taps 'Ready' on tablet. Central TV shows token; guest receives instant SMS alert.       | No expensive hardware buzzers; seamless counter collection.       |
| 06     | Mall Operator     | System automatically deducts agreed mall commission and disburses net to tenant banks.        | 100% automated accounting; eliminates cash leakage & disputes.    |

## 4. Live Food Court Simulation: Nexus Food Hall (8 Stalls)

| Operating Metric      | Before Smart QR Order                           | With Smart QR Order Unified OS                | Monthly Net Impact           |
|-----------------------|-------------------------------------------------|-----------------------------------------------|------------------------------|
| Daily Order Volume    | 520 orders across stalls                        | 710 orders (Faster turns & shorter waits)     | +190 orders/day (+36%)       |
| Average Group Spend   | ■410 per group bill                             | ■545 per group bill (Cross-vendor ordering)   | +■135 per order (+33%)       |
| Cashier Labor Costs   | 1 cashier per stall = 8 cashiers (■1,44,000/mo) | Self-service QR & 2 Kiosks (Saved 6 cashiers) | Save ■1,08,000/mo            |
| Total Monthly GMV     | ■63,96,000 GMV                                  | ■1,16,08,500 GMV                              | +■52,12,500 GMV/mo           |
| Mall Commission (12%) | ■7,67,520/mo                                    | ■13,93,020/mo                                 | +■6,25,500 extra mall rev/mo |

## 5. Comprehensive Multi-Vendor Feature Matrix

| Feature Module                 | Technical Capabilities                                                                                                                   | Operational Impact                                                       |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <b>Unified Cart Engine</b>     | Allows items from unlimited distinct vendors in a single checkout cart. Handles tax, item modifiers, and combo deals per vendor.         | Families order diverse cuisines in 1 transaction without friction.       |
| <b>Split Payout Gateway</b>    | Direct integration with Razorpay Route, Cashfree Split & Stripe Connect. Automatically deducts mall fee and settles net to vendor banks. | Eliminates end-of-month manual tenant sales reconciliation disputes.     |
| <b>Stall KDS Tablets</b>       | Autonomous vendor screens showing only vendor-specific tickets with live prep timer countdowns and order bumping.                        | Zero cross-stall kitchen mix-ups; peak-hour orders paced accurately.     |
| <b>TV Ready Board Signage</b>  | Digital Signage app running on any Android TV or FireStick. Split columns for 'Preparing' and 'Ready for Pickup' by stall.               | Keeps food hall quiet; guests wait comfortably without counter crowding. |
| <b>Digital SMS Buzzer</b>      | Instant automated SMS notification sent to guest phone the exact second their order is bumped on the kitchen KDS.                        | Saves █50,000+ per year in lost, broken or stolen vibrating pagers.      |
| <b>Tenant Self-Service App</b> | Vendor managers toggle out-of-stock items, adjust pricing, and review daily stall sales and payouts directly from smartphone.            | Empowers food stall owners with real-time autonomy.                      |
| <b>Mall Master Analytics</b>   | Super-admin dashboard comparing footfall, stall revenue rankings, hourly peak loads, and tenant commission statements.                   | Data-driven leasing decisions and transparent revenue audits.            |

## 6. Commercial Hardware & Turnkey Kiosk Options

Smart QR Order is 100% cloud-based and runs on standard Android/iOS/Windows hardware or commercial plug-and-play kiosks.

| Hardware Element                   | Recommended Hardware Specs                                                                                                      | Deployment Location & Role                                                      |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| <b>21.5" Floor Standing Kiosk</b>  | Commercial 1080p capacitive touchscreen, Android 12 / Windows 11, integrated 80mm thermal auto-cutter, POS card reader bracket. | Main Food Court Entrance & Lobby. Captures non-smartphone and walking footfall. |
| <b>32" Wall-Mount Kiosk</b>        | Ultra-slim tempered glass 32" multi-touch display, heavy-duty VESA mount, integrated QR scanner and cloud receipt printer.      | High-traffic wall corridors and pillar mounts between dining clusters.          |
| <b>Table QR Stand Assemblies</b>   | Premium matte acrylic or brushed aluminum L-stands with UV-cured scratch and grease-resistant QR codes and food court branding. | Every dining table, bar counter, and outdoor food court seating area.           |
| <b>Stall KDS Tablets</b>           | 10.1" rugged Android tablets (4GB RAM) with silicone protective bumper case, tabletop kickstand, and dual-band Wi-Fi.           | Kitchen prep counter inside every food court vendor stall.                      |
| <b>Digital Signage TV Displays</b> | Any 43" - 65" commercial TV with HDMI input connected to Android TV stick running the Smart QR Order Ready Board app.           | Suspended ceiling or high wall mounts visible across the dining hall.           |

## 7. White-Glove Onboarding: Live in Under 48 Hours

|                                                                                                                |                                                                                                                 |                                                                                                                |
|----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Day 1: Stall Digital Menus</b><br>Our team digitizes all tenant menus, modifiers, dietary tags, and photos. | <b>Day 2: Gateway Configuration</b><br>Connect mall bank account and configure vendor split payout percentages. | <b>Go-Live: Zero Hall Downtime</b><br>Hardware stands placed on tables; staff trained in 15 minutes per stall. |
|----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|



## 8. Official Food Court & Food Hall Subscription Catalog

All plans include Unified Multi-Vendor QR Ordering, Autonomous Stall KDS, Digital Ready Boards & Turnkey Setup.

| Plan Name & Badge                                      | Monthly Price | Annual Price (Best Value)       | Included Food Stalls                        | Key Food Court Capabilities                                                                                           |
|--------------------------------------------------------|---------------|---------------------------------|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| ■ <b>Food Hall Starter</b>                             | ■1,999 / mo   | ■19,999 / yr<br>(Save ■3,989)   | Up to <b>4 Stalls</b><br>Up to 30 Tables    | Unified multi-vendor cart, stall KDS tablets, basic SMS alerts, daily settlement reports.                             |
| ■ <b>Commercial Food Hall</b><br>■ <i>Most Popular</i> | ■4,999 / mo   | ■49,999 / yr<br>(Save ■9,989)   | Up to <b>10 Stalls</b><br>Up to 80 Tables   | Central TV Ready Board app, automated split payout gateway, 21.5" kiosk mode support, tenant 86 stock controls.       |
| ■ <b>Mall Food Court Pro</b>                           | ■9,999 / mo   | ■99,999 / yr<br>(Save ■19,989)  | Up to <b>25 Stalls</b><br>Up to 200 Tables  | Full mall master analytics, custom branded food court website, multi-kiosk hardware network, priority 24/7 SLA.       |
| ■ <b>Mega Food District AI</b>                         | ■19,999 / mo  | ■199,999 / yr<br>(Save ■39,989) | <b>Unlimited Stalls</b><br>Unlimited Tables | AI surge pricing, multi-mall chain franchise network, airport concession ERP integration, dedicated Account Director. |
| ■ <b>7-Day Free Trial</b>                              | ■0            | <b>7 Days Free</b>              | Full Multi-Stall Access                     | Test full multi-vendor cart, stall KDS dispatch, and TV ready boards risk-free.                                       |

## 9. Annual Plan VIP Inclusions

|                                                                                                  |                                                                                            |
|--------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| • <b>2 Months Completely FREE:</b> Pay for 10 months, receive 12 months full access.             | • <b>Free Physical QR Stands:</b> Heavy-duty custom acrylic QR stands delivered free.      |
| • <b>Free Digital Signage App:</b> Turnkey setup of TV Ready Board app on all food hall screens. | • <b>Turnkey White-Glove Setup:</b> Complete menu digitization and gateway setup included. |

## 10. Frequently Asked Questions by Food Court Operators

|                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Q: How do vendor taxes (GST) work with a unified cart?</b><br>A: The system automatically separates items by vendor and generates split itemized tax invoices bearing each tenant's specific GSTIN, ensuring 100% tax and legal compliance. | <b>Q: Can food stalls operate if the food hall Wi-Fi drops?</b><br>A: Yes. KDS tablets operate on local offline mesh buffers. Orders queue locally and sync immediately once connection restores, preventing lost orders.                 |
| <b>Q: When do tenant vendors receive their payout?</b><br>A: Payout gateways settle automatically on a T+1 daily basis. Mall commissions and CAM are deducted automatically, and net proceeds transfer directly into vendor accounts.          | <b>Q: Can stalls change prices or mark items unavailable?</b><br>A: Yes. Each stall owner has their own password-protected dashboard to 86 sold-out dishes, update prep times, or add daily specials without needing mall admin approval. |

### READY TO TRANSFORM YOUR FOOD COURT OPERATIONS?

Start your **7-Day Risk-Free Trial** in 60 seconds. No credit card required. Includes instant multi-vendor QR demo, stall KDS simulator, and TV ready board preview.

**Website:** [smartqrorder.com/food-court](https://smartqrorder.com/food-court) | **Setup Turnkey:** ■1,000 | **Live Video Demo Available**