

Illustrative example. Harbourside Kitchen Co. is a fictional company. This scenario shows how a typical hospitality & food business would set up and use Verika; it does not describe a real customer or report real results.

EXAMPLE SCENARIO · HOSPITALITY & FOOD

Harbourside Kitchen Co.

Bristol, UK · 2 restaurants · 38 staff, many part-time

A two-site restaurant group gives every shift the same answers on allergens, opening and closing, and house rules, so new staff stop pulling the duty manager off the floor.

BEFORE VERIKA

- Duty managers answered the same questions every shift: cash-up, the specials, where things are kept.
- Allergen questions from guests relied on whoever remembered this season's menu.
- Seasonal staff had a week to learn two sites' worth of house rules.

WHAT THEY GAVE VERIKA

- Allergen matrix for each menu
- Opening and closing checklists (both sites)
- Cash-up procedure
- Food safety manual
- Booking, deposit and complaints policies
- Staff handbook

SETTING UP

Day 1

The operations manager uploads the documents and connects the shared Google Drive folder, so menu changes sync automatically.

Day 2

Head chefs answer Verika's suggested questions about the kitchen: cooling, labelling, what to do when a delivery is short.

Day 3

All staff get the invite link; managers and head chefs are experts.

Each menu change

The new allergen matrix goes in the Drive folder; answers update when it syncs.

WHAT THE TEAM ASKS

“A guest is allergic to sesame. Which dishes are safe?”

NEW SERVER

Check today's allergen matrix. The house dressing and both flatbreads contain sesame; the matrix lists the rest.

Allergen Matrix, Autumn menu

“How do I cash up the till at close?”

BARTENDER

Z-read first, count the float back to £150, bag the rest with the Z-read and drop it in the safe.

Closing Checklist

“Can we take a booking for 14 on a Saturday?”

HOST

Yes, before 6 pm or after 8.30. Over 12 needs a £10-a-head deposit and the set menu.

Bookings and Deposits Policy

“How long do we keep cooked rice?”

KITCHEN PORTER

Cool within 90 minutes, label it, use within 24 hours. Never reheat twice.

Food Safety Manual, §4

WHEN VERIKA DOESN'T KNOW

“Can a guest bring their own birthday cake?”

Not covered anywhere, so Verika said it didn't know and logged it. The general manager answered once (yes, with a £2-a-head cakeage charge, and it stays out of the kitchen), approved it, and both sites now give the same answer.

WHAT CHANGES

- Managers spend more of the shift on the floor, not answering questions.
- Allergen answers come from the current matrix, with its name shown, or Verika says it doesn't know.
- Both sites follow the same written rules.

WHAT TO MEASURE IN YOUR OWN TRIAL

- How often managers are called away for routine questions
- Allergen questions answered from the matrix vs escalated
- Time for new staff to work a shift unsupervised



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