

Getting started with Skip the Queue

How does it work?



Why Skip the Queue?



Eliminates in-store queues: Guests can order quickly from their phones when they come in-store, pick up their food and go. It means no queues for them, and better throughput for your stores.



As easy as in-store ordering gets: There's no need for an app, no login required, nor do guests have to enter a store location or table number. It's the quickest way possible for guests to order from you in-store.



Designed to work with you: Removes the need for you to take orders, enter them into the POS, and take payments, and gives you more time to focus on other tasks like food preparation and packing.

The digital partner of hospitality

MOBI

[MOBIhq.com](https://mobihq.com)

Getting your guests onboard

- Make sure your QR code is clearly visible when guests walk in-store, and that there's signage to let guests know they can use it to order.
- If guests approach you to order, let them know you're here to help but by ordering through the QR code it will be much quicker for them, especially in the future as they won't have to wait in any queues.
- Make sure your collection experience is easy and streamlined. Using the Collect IDs, guests need to know clearly when their order is ready.

FAQ and troubleshooting

If you require assistance relating to Skip the Queue, head to the MOBI Help Center at support.mobi2go.com.

Here, you can find answers on topics such as:

Stock management



Update store hours



Update menu



Support contact



If you're having issues with Skip the Queue and haven't been able to resolve them using the Help Center, please contact MOBI's 24/7 Customer Support Team at support@mobiHQ.com.