PETPOOJA

CHECKLIST

Restaurant Diwali Rush Readiness Checklist

Diwali is Sunday 8 November 2026. Almost nothing on this list is something you do on the day: it is the set of things that have to be true before the day, working backwards from it. The first section is the one worth reading in October, because it is the only one that can still be fixed in October.

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8 Nov
Diwali 2026
A Sunday. The whole list counts back from it.

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01

Check What Your POS Version Can Actually Do

Read this first and in October. Every other item on this list can be fixed late: a rota can be redone, stock re-ordered, a briefing moved to the morning. The POS version cannot be changed on the day of the rush, and a plan built on a feature you do not have fails at exactly the moment it was supposed to help.

The four that need one of the desktop versions

- ✓ **The captain app** — Check First
  Order-taking at the table on a handheld. The handheld is an ordinary Android phone or tablet, but the POS behind it has to be Electron POS or POS Local. It does not run on Android POS or POS Lite. If your plan for the rush is to stop queueing at the till, confirm this before you buy tablets.

- ✓ **The kitchen display system** — Check First
  The screen that replaces paper tickets in the kitchen. Electron POS and POS Local only. A restaurant that has planned its Diwali around the kitchen never losing a ticket needs to know this while there is still time to order printer rolls instead.

- ✓ **The self-ordering kiosk**
  The standing terminal a guest orders from. Electron POS and POS Local only. It changes how a queue behaves more than anything else on a busy evening, which is why it is worth confirming early.

- ✓ **The digital display**
  The menu board that can be changed without reprinting. Electron POS and POS Local only. If you were going to put the festive section on a screen, this is the line that decides whether you are printing one instead.

The three that behave differently by version

- ✓ **Scan and order** — Check First
  Guests ordering from a QR code at the table. Not available on Android POS at all, and POS Lite carries only a limited version. On a night when the wait for a first order is the longest wait of the evening, the difference is worth knowing in advance.

- ✓ **Inventory**
  Not a question of degree on every version: POS Lite has no inventory module at all. Android POS connects to SkyOT, and the desktop versions carry the fuller stock handling, with purchase, indent, wastage and recipe on Electron POS. Confirm what your version has before you build a festive stock plan on it.

- ✓ **Discount caps per user**
  Caps on order-level promotions and on the manual discount a biller applies at the counter are a capability of the Android POSS app, which POS Lite and Android POS run; on the desktop versions confirm how yours handles it. If your offer depends on staff not going beyond a set discount, settle it now rather than relying on a briefing.

What to do with the answer

- ✓ **Confirm your version in writing before you plan around it**
  Ask your account manager which of the seven above your version runs, and keep the reply. Everything in sections 02 to 05 is cheap to change in October and expensive to change on 8 November, and this is the question the rest of the plan hangs on. None of this is on the public product pages, and one of them describes the captain app as running on any Android phone, which is the handheld and not the POS behind it.
  Petpooja's own POSS capability matrix, which follows the POSS Plans sheet of June 2026. Confirm your version with your account manager before planning around it.

- ✓ **Plan the fallback at the same time**
  If a feature is not available to you, decide now what replaces it: printer rolls instead of a KDS, a printed insert instead of a digital board, an extra person on the floor instead of a kiosk. A fallback chosen in October is a plan; the same one on the night is a scramble.

02 Two Weeks Out: Decide

Decisions only. Nothing here needs configuring yet, and making these later is what causes the week-one scramble.

The menu you will actually run

- ✓ **Decide the festive section and stop there**
  A short festive section on top of your regular menu, built from dishes the kitchen already makes well, does most of the work. Rebuilding the menu for one week creates prep your team has never done at the volume they will have to do it.

- ✓ **Decide which items you will cap**
  Pick now which dishes have a hard daily limit, and what happens when they run out. A sold-out item that can still be ordered is a cancelled order and an unhappy table, and the decision is easier to make in advance than at nine on a Sunday evening.

- ✓ **Decide the combo, if you are running one**
  One festive combo, priced below the separate total, suits a guest who wants a festive meal without studying the menu. Decide it now so the kitchen can practise it, not on the week it has to be produced at volume.

The offer, and how it will be billed

- ✓ **Decide the offer and the exact words for the bill** — Costs Money To Get Wrong
  The shape of the offer decides what it costs you, and not only in margin. A discount is left out of the value you pay GST on only where it is given before or at the time of the sale and is recorded in the invoice for that sale, under section 15(3)(a) of the CGST Act: a poster is not an invoice. A free gift looks like the cheapest offer to run and often is not, because section 17(5)(h) blocks the input tax credit on goods disposed of by way of gift or free samples. A buy one get one is not that, and the difference is worth knowing before you choose between them: CBIC treats it as two supplies for a single price rather than one free item, and the input tax credit stays available. Decide the shape now, and settle the tax treatment with your own tax adviser before the rush rather than at the till on the night.

- ✓ **Decide who can approve an exception**
  There will be a table that wants the offer applied in a way the offer does not cover. Decide now who says yes, and what the limit is, so the answer on the night is a name rather than an argument.

People and suppliers

- ✓ **Publish the rota, including who is off**
  Diwali is a holiday for your team as well. Settle the rota early, say plainly who is working which shift, and agree the cover for anyone who is not. A rota published two weeks out is negotiable; the same rota published two days out is a problem.

- ✓ **Build a float into the rota, not just a headcount**
  One extra person across the peak hours is the difference between a bad half-hour and a bad evening. Plan it as a position, not as somebody staying late.

- ✓ **Confirm supplier delivery dates around the holiday** — Commonly Missed
  Your suppliers are closed on days you may not have accounted for, and the days either side of a festival are the ones that move. Confirm the actual delivery dates in writing now, and work the stock plan backwards from the last delivery before the rush rather than from the rush itself.

03 One Week Out: Set It Up

Configuration. This is the week the decisions from section 02 become settings, and the week to find out that something does not work the way you assumed.

In the system

- ✓ **Create the festive items with their rates and tax**
  Set them up properly rather than billing them as an open item on the night. An open item with a typed price is the line that later cannot be reconciled, reported on, or deducted from stock.

- ✓ **Set the offer up the way it will actually be billed**
  If the discount is meant to show on the invoice, make sure it shows on the invoice, and raise one test bill to confirm it. Remember it only works when the discount was given before or at the time of the sale: a reduction decided afterwards is a different mechanism and not something to improvise on the night. Our free Diwali Sale GST Invoice Format covers what each shape of offer does to your tax and your credit.

- ✓ **Check printer routing for the new items**
  A new festive item often routes to the wrong printer, or to none, because it was created after the routing was set. Raise one test order per item and watch where the ticket comes out.

- ✓ **Switch on whatever your version supports from section 01**
  Set it up this week and use it this week, in ordinary trade, so the team is not learning it during the rush.

In the kitchen and the store

- ✓ **Order against the plan, not against last week**
  Order to the festive plan and the confirmed delivery dates. The common failure is ordering a normal week's stock and topping up during the rush, which is the week topping up is hardest.

- ✓ **Agree where the extra stock will physically go**
  Festive volumes arrive before you have space for them. Decide now what moves, so the delivery is not stacked somewhere that blocks a walkway or a fire exit.

- ✓ **Brief the team on the menu and the offer**
  Everyone who will take an order should be able to describe the festive section and the offer without checking. Do it this week, while there is time for the questions.

04

Two Days Out: Dry Run

Two days out is Friday 6 November. The point of a dry run is to find the thing nobody thought of while it is still Friday.

Run it end to end

- ✓ **Take one festive order all the way through**
  Order, ticket, kitchen, service, bill, payment, and the offer applied. Do it as a real order rather than a test, and watch the handovers rather than the screens.
- ✓ **Switch an item off and try to order it**
  Mark a festive dish sold out and then try to sell it, on every channel you take orders through including online. This is the check that proves the switch-off works where it matters, and it takes two minutes.
- ✓ **Raise a bill with the offer and read it**
  Look at the printed bill as a guest would. The offer should be visible on it, and the total should be what you intend to charge.

The things that fail quietly

- ✓ **Printer rolls, and a spare for each printer**
  Count them rather than assuming. A kitchen printer running out at peak is a stoppage with no workaround.
- ✓ **Card terminal and UPI, tested with a real transaction**
  Put a small sale through each payment route you accept and refund it. A terminal that has not been used in a while is the one that fails on the busiest evening.
- ✓ **Cash float, counted and agreed**
  Set the float for the volume you expect rather than for an ordinary day, and agree who holds the key to more.
- ✓ **Internet, and what happens without it**
  Know what your setup does when the connection drops, and make sure whoever is on the till that night knows too. Deciding this during an outage is the worst time to learn it.
- ✓ **One sheet of numbers by the till**
  Your supplier, the person who fixes the POS, the manager who is off that day, the electrician. On paper, not in somebody's phone.

Food safety during the festive rush

Volume is when hygiene discipline slips, and the festive rush is the volume. The daily hygiene and food safety checks do not change for Diwali, so this checklist does not restate them. Our live FSSAI Compliance Checklist is the sheet for that, and the week before the rush is a good week to run it rather than the week after.

05

On the Day: Sunday 8 November 2026

Short, because by now the work is done. These are the few things that only exist on the day. Diwali 2026 falls on Sunday 8 November per the central government holiday list.

Before service

- ✓ **Run your normal opening checks**
  The festive day does not replace the daily routine. Our live Restaurant Opening and Closing Checklist is the sheet for the routine itself, and this list assumes it is being used.
- ✓ **Confirm the festive items are live and priced**
  One look at the ordering screen before the first guest, rather than a correction after the first bill.
- ✓ **Say the day's limits out loud at the briefing**
  What is capped, what the offer is, who approves an exception, and what to do when something sells out. Two minutes, once, to the whole team.

During service

- ✓ **Switch items off the moment they run out**
  Across every channel, including online orders, and without waiting for the end of a rush to do the admin. This is the single discipline that decides how the evening is remembered.
- ✓ **Watch the online order flow separately**
  Orders placed through delivery apps arrive on a different rhythm from the floor and will peak at a different time. Give someone responsibility for that queue specifically, rather than assuming whoever is nearest will see it.
- ✓ **Keep one person out of the weeds**
  Somebody has to be able to see the whole room. If every manager is carrying plates, nobody is deciding anything.

06 The Morning After

Fifteen minutes on 9 November is worth more than an hour the following week, because you will not remember the details by then.

Capture it while it is fresh

- ✓ **Write down what ran out, and at what time**
  Not the quantity, which your system has, but the hour. The hour is what tells you whether to order more next year or to cap differently.
- ✓ **Write down what the queue did**
  Where the wait actually was: ordering, kitchen, payment or table turnover. Each has a different fix and only one of them is usually true.
- ✓ **Write down every workaround anybody used**
  A workaround is a setting that was wrong, not a person who was wrong. Write down what people had to do to get through the evening, fix the setting that made it necessary, and do that before you draw any conclusion about who did what. They are obvious on the morning and invisible by the following week.
- ✓ **Note which section 01 features you wished you had**
  If the answer in October was no, this is the note that makes the case, with a real evening behind it.

Then hand it over

- ✓ **Count the stock properly, separately**
  The post-festival count is its own job with its own discipline, and doing it badly on a tired morning is worse than doing it on the Tuesday. Our live Inventory Audit Checklist covers the count, the cut-off and the variance investigation.
- ✓ **Keep this sheet with your notes on it**
  Print it and write on it as you go. The ticks down the left are list markers rather than a record of what you have done, so use the margin for the date and a set of initials as each stage lands. Next Diwali starts from a marked-up copy of this, which is worth more than a clean one.
- ✓ **A note on the tax points in this checklist**
  Where this checklist touches GST, it is general guidance on how the shape of an offer affects the value of supply and the input tax credit. It is not tax advice, it does not take account of how your business is registered or what you sell, and nothing in it should be relied on for a filing. Check anything with a tax consequence with your own tax adviser or chartered accountant before the rush.

What this checklist deliberately leaves to other sheets

The daily opening and closing routine, the hygiene and food safety checks, and the stock count after the festival are all jobs with their own sheets, and repeating them here would make this longer without making it better. This one covers only the run-up and the day, which nothing else does.

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This checklist is provided by Petpooja for informational purposes. Verify all compliance details with official sources before acting.

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The rush is easier on a system that was set up for it

Petpooja POSS bills in three clicks, generates and routes KOTs, and deducts stock item by item as you sell, so the festive evening is recorded while it happens rather than reconstructed afterwards. Ask for a walkthrough of what your version runs before you plan around it.

Book a Free Demo

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