

Coco's Restaurant automating service with WaiterPAD handheld technology

Case Study

Coco's Restaurant... Renowned for its fine dining, Coco's Riverside Bar and Restaurant is situated on the waterfront of the Swan River, South Perth. Owner, Ian Love, opened the restaurant in 1989 and ever since then it has been winning awards for its high level of service and cuisine. Seating up to 300, the restaurant features indoor and outdoor dining areas, two main kitchen areas, two servery areas and a bar. Predominately attracting business people, it employs 60 staff members, with approximately 25 of these employees working each dining session.

Challenge: Automating Cuisine

When it comes to any restaurant, making sure everything runs smoothly can often prove to be a difficult task, particularly when the restaurant is open for long hours and staff members are "run off their feet". For Coco's this most certainly was the case, with chefs, bar staff and waiters dealing constantly with high demand and striving to maintain the high levels of service to which the restaurant's clientele have become accustomed.



"We needed a system that allowed staff to take an order from one table, quickly process it and move on to the next table," Love stated. "It was a case of speeding things up by minimising the need for staff to be walking back and forth between the dining area and kitchen and bar area." There was also concern over making sure that everything on the order was easily understood by the chefs and delivered to the right table in the right order. "It's imperative that in a restaurant such as ours, the quality of service is evident through our understanding of our clientele's needs. This can be as simple as making sure a meal has the correct sauce on it or that a patron's request for an ingredient to be excluded from their meal is met," Love said.

Solution: Cocos and TriniTEQ...Dining Together

The right Point-Of-Sale solution has been a long time coming for Love, who has had 25 years experience in the restaurant industry. "The reality is that I have

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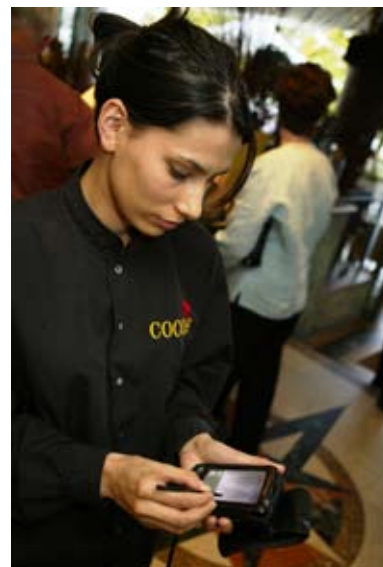
---Ian Love
CEO, Coco's and Raffles

been looking for a solution like this since 1985 and the TriniTEQ solution was the first with which I felt completely confident. For everything that needed an adjustment in the old system, TriniTEQ had a solution to improve and automate," he said.

In just a week, the entire solution was live in the restaurant with staff members fully trained on how to use the products and all specifications from the menu programmed in to the system. The solution was made up of two WaiterPOS System Terminals with easy to use touch screens, for the reception and bar area; three kitchen printers for the cold, hot and servery areas; two receipt printers for the bar and coffee areas; and 12 TriniTEQ WaiterPAD hand helds.

The WaiterPADs work in combination with the WaiterPOS Terminals and printers using radio frequency to communicate table orders, requests, and information from the restaurant floor. This means while a waiter is taking an order at a table, the order can be sent back to the WaiterPOS terminal, kitchen and bar area where it is printed out for the chef or bartender to begin preparing the meals or drinks. The constant running around of waiters to deliver order forms to the different areas of the restaurant was replaced by a simple button press on TriniTEQ's hand-held WaiterPADs.

TriniTEQ's Business Development Manager Mark Burns, commented: "With the WaiterPAD, all the waiter has to do is enter the details of the order in to the hand-held and press send. The order is then transmitted to the WaiterPOS terminals, kitchen and receipt printers via TriniTEQ's proprietary radio frequency technology," Burns continued, "We developed the radio frequency ourselves to



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improve reliability and range over the technologies used in the vast majority of other POS vendors' solutions. The use of this technology has ensured that we also have the longest lasting hand held within the industry."

Benefit: Accuracy Accounted For

With the new system in place, Love is confident that everything from the sale of a bottle of wine to a modification on an order is accounted for accurately. "When the restaurant is really busy and patrons call a waiter over to order an extra bottle of wine or an extra coffee, it can be quite easy for the order to be taken mentally and not passed on for inclusion with the bill," Love said. "On the busiest of nights, a waiter may simply tuck the order into their apron pocket and not find it until the next day. The new system prevents losses of order forms and revenues such as this and makes sure that everything ordered is entered in the system – and presented in the bill."

Another fairly common problem occurs when patrons order meals with a modification, such as excluding garlic or adding something extra. With the new system in place, this is easily picked up in the kitchen as the printers print the modifications in a different colour for the kitchen staff. "This means that if there's anything ordered that differs from original menu programmed in to the system, the system automatically flags it for the kitchen staff, making sure patrons get exactly what they ask for," Love said.

Benefit: Saving, At All Costs

In adopting the new solution, Love was looking to eliminate as much as possible, the restaurant's use of paper based ordering system. The purchase cost alone of the traditional triplicate-style notepads was costing Love approximately \$5,000 every quarter. Automating the ordering process has made staff more efficient. "Staff members are able to go about their tasks in a much more orderly fashion; and this is saving them time and saving the restaurant money," Love said. "Before

the implementation of the new system, I was calling in extra staff for each dining session because the orders, couldn't be delivered to tables from the kitchen and bar quickly enough. In fact, with improved service in having waiters remain at their stations taking orders – and given that a round of drinks for a large party can be anywhere up to \$500 – then it's pretty obvious the system has enormous potential to add to revenues in a number of areas.

About TriniTEQ Systems

TriniTEQ is a leader in providing tailored point of sale solutions to suit every hospitality environment. Our state of the art technology is based on thorough research and development ensuring that our products are the best in the business. For more information on our range of point of sale products visit www.triniteq.com



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