

# Handheld Technology Compliments The Waterfront Style

## Case Study

### Restaurant Overview

The Waterfront Restaurant on the Embarcadero in San Francisco, a restaurant of long standing tradition, is one of the city's foremost dining destinations. Well renowned for their array of sumptuous seafood and beautiful dining vistas, owner, Al Falchi, has transformed an old longshoreman's bar into a restaurant of style and warmth along the Bay's foreshore. The 350 seat restaurant features a main dining room, two outside patios, bar and lounge area, and another dining room upstairs for private parties and business functions.

### Business Challenge

The Waterfront was challenged with servicing a large number of guests over several dining areas without compromising service. "With increased competition along the Embarcadero, we needed to arm ourselves with a competitive advantage without diminishing our reputation, service and business", stated Al.

### The Solution

The Waterfront selected TriniTEQ's WaiterPAD handheld point-of sale (POS) system. "We needed a system that was easy to operate, produce faultless operation, was seamless and unobtrusive to our guests, servers and kitchen operations," said Al. "The WaiterPAD handheld ordering system was the perfect solution for our operation. It offered us the best functionality, quality and performance than anything else we had reviewed. Directly sending orders from the table side and outside patios to kitchen operations is wonderful. Since we've had the system in place, the order entry and delivery has been a much improved process from our previous system. We can have a drink delivered to the guest's table even before the entire order has been taken. We could not offer that speed and service before."

WaiterPAD transmits orders directly from the handheld unit via radio frequency transmission to the preparation area printers – while instantaneously updating the central WaiterPOS terminals. This revolutionary technology allows servers to create more sales and service opportunities. It has been proven to actually drive business. Al added, "The time period from sending orders to table delivery has reduced by 6-7 minutes."

With regards to the system and customer service benefits, Al commented, "We have seen an increase in revenue and overall satisfaction from guests as the handheld units actually have the ability to present product notations and upsell opportunities on any menu item. This really helps the server and provides a higher level of service to the guest. If a guest has any modification to their order, the server easily makes that adjustment on

**"We can have a drink delivered to the guest's table even before the entire order has been taken. We could not offer that speed and service before."**

---Al Falchi  
Owner, The Waterfront Restaurant

the handheld and the kitchen operations easily identify the adjustment and makes sure the guest receives what they wanted."

From a business owner's perspective, Al needed a reliable system that delivered solid performance and accountability for all items ordered. He explained, "The system offers the added bonus of accounting for every item. This saves a lot of time, frustration and manual work. The system eliminates the concept of orders being missed, forgotten or failed to make the guest's final check. The system, ultimately, saves us money."

The restaurant also required having a solid and robust system and the need to have a level of strong support and assistance whenever needed. Al stated, "When dealing with a system to support the size of our restaurant, having access to the supplier and striking a partnership was a critical element in our decision process. I am delighted with TriniTEQ as a partner; their responsive support and willingness to assist our success has been sensational."

### 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](http://www.triniteq.com)



**TriniTEQ**  
L i m i t e d