

# Hand held technology brings swift service to top asian cuisine

## Case Study

### Restaurant Overview

Opening the first Han's Café in Perth, Western Australia in 1995, Ian Han and his wife, Tram, quickly realised the potential of a healthy and affordable alternative to fast food for families, opening another 15 franchises by 2004. With up to 1,500 patrons passing through each café daily for their choice of Asian cuisine, including Thai, Vietnamese and Chinese, Han's Café runs on a business model that allows Ian to open several cafés, get the business up and running and then sell them to franchisees.

### Challenge: Improving service at all levels



With a vision to expand operations along the Australian south and east coasts, Ian believes the potential of the Han's Café business is enormous. "We're currently in a very strong position and, like most business owners, I want to build on that to grow the business," he said. "The more we concentrate on establishing the right business model for

running the cafés now, means we're going to improve the overall customer experience and build a great reputation in the market."

In his efforts to establish "the right business model", Ian recognised the importance of streamlining the ordering process – from taking a customer's order through to its serving and finally, having the bill reflects everything that was ordered. "I knew that with the right solution, patrons would be able to get better service simply by staff at each of the cafés having access to the best tools for their work," he said.

### 100 per cent increase in turnover

After researching various hospitality industry Point-of-Sale (POS) systems, Ian opted to implement a combination of technologies from TriniTEQ. Featuring advanced WaiterPOS terminals, kitchen and receipt printers, along with the TriniTEQ handheld WaiterPADs, the tightly integrated systems have already been implemented in eleven of the 16 Han's Cafés.

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---Ian Han  
Owner, Han's Cafe

place at these seven cafés and after replacing them with the TriniTEQ POS solution, our turnover of customers and sales has increased by almost 100 per cent," stated Ian. "This is simply because we have been able to reduce the amount of time in taking the order, getting it through to the kitchen and then having the food delivered to the customers. The result is that we have up to 1,500 patrons passing through each café every day!"

### Quick turnover

Strategically located in shopping complexes and next to cinemas, Han's Café franchises were developed to provide a top quality meal at an affordable price and delivered to the customer as quickly as possible. "We have a strong relationship with major shopping complexes and cinemas in Western Australia and it's important to the relationship that we're able to provide movie-goers and shoppers with good food and quick service," Ian said. "The majority of customers who come into the cafés only have a set amount of time to eat a meal before they go to a movie or have to be somewhere else, so a quick turnover is essential."

Using TriniTEQ's WaiterPADs in the dining areas, which can often be spread over two storeys, Han's Café waiters are able to take orders and have them printed immediately to the printers located in the kitchen and bar areas.



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Added to this is the very real benefit of the order's details transmitted wirelessly through to the WaiterPOS terminal, where the TriniTEQ software maintains an accurate running total for each table – all this without waiters leaving their stations.

“Because we can have waiters on the floor at all times taking orders from one table while the kitchen processes the order taken just seconds before, the meals are prepared straight away and the entire dining experience can take place in a matter of just 25 minutes,” Ian explained.

## Reliable and efficient technology

In discussing the overall efficiency of the TriniTEQ solution, Ian points to speed of communication as being crucial. “Since we’ve had the systems in place, communication between the kitchen, bar, waiters and front counter has been incredibly smooth,” he said. “The orders being transmitted wirelessly between the WaiterPADs, printers and POS terminals means that the level of efficiency within the cafés relates directly to a major improvement in service to our customers. And that relates directly to much greater profitability.

“When we started the business, the cafés were using the paper-based ordering system and the constant running between tables, kitchen and front counter caused all sorts of problems. Orders were often misplaced and bills were sometimes incorrect because a waiter either lost an order or simply forgot to hand it in when they were particularly busy.

“Of course this happens in all food outlets,” Ian continued. “Since implementing the TriniTEQ POS solution, though, our accountability for orders is 100 per cent every time. This adds to the customers’ already improved satisfaction with our service – in turn – increasing our sales. It’s the best possible dining experience for everyone.”

## 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).

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