

Velvet Room nightclub

High-speed QT-6000 improves reliability and accuracy in fast paced nightclub



Company background

After 8 ½ months of construction, renovating a former brewery into a state-of-the-art nightclub, Velvet Room was opened on April 1st 2006. Specifically catering for the over 23 year old market, the nightclub located in Sligo Ireland features 4 bars and 2 dance floors. The Velvet Room aims to give patrons an enjoyable and hassle free evening and employs over 60 staff to ensure this happens. The nightclub is only open on Saturday nights and has quickly become a popular destination for over 23 year olds from Sligo and around.

EPOS solution

The EPOS system chosen by the Velvet Room was the QT-6000. A compact, robust and elegant looking touch-screen, the QT-6000 blends in perfectly to the luxurious environment of the Velvet Room nightclub. It is quick and easy to operate, with staff requiring only 20 minutes training to understand the

system. This means customers can be served quickly and staff can focus on other important aspects of service.

The system, installed by CBE, involves eight networked Casio QT-6000's across Velvet Room's four bar areas. The terminals link to Casio Hospitality, a back office software package that manages stock levels. By linking the stock and cash management system in the Velvet Room, accurate information about sales and stock levels is assured. This was especially important as the nightclub was a new business. As Jude Devins, general manager of the Velvet Room explains; "The stock system was important, as we were recruiting a large number of new staff". Having an accurate stock database that reflects sales data, allowed Jude to be able to monitor any bars that had stock discrepancies. This in turn meant he was able to identify staff who may be giving away free drinks and discipline them.

Business benefits

The benefits of the system have been multiple. Firstly, it is reliable and after four months of operation there have been no problems. This is vitally important in a business that relies on 1 night a week to make the majority of its revenue. If the till system is not operating properly during this time, then the business stands to lose a considerable sum of money. As Jude explains, "We could lose up to 10,000 Euro's an evening if the till systems aren't working".

The reporting functionality of the QT-6000 allows Jude to manage his staff and business more effectively. By using a combination of sales reports including bar total, operator total and number of voids per operator, Jude is able to monitor staff performance. This allows him to easily and accurately reward staff who are making good sales.

There have been important benefits for Jude in having

the POS system linked into the back office software.

This has allowed accurate measurement of stock versus sales. As the system has been set up to register the volume of alcohol required for each cocktail, the amount sold can be easily compared to the stock level in each bar. So when the stock sold doesn't match the stock on hand, Jude is able to identify where this error may be occurring, discouraging bar staff from giving free drinks or being too generous with cocktails and potentially saving a significant amount of money. As Jude explains, "The system helps you make the decision".

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