

Wireless Waitressing and modern EPoS enhance customer service



Benefits of the QT-6000 and ORDERMAN system for Rasa Samudra:

- **Improved customer service** - staff don't waste time running to the kitchen with orders
- **Simplified reports** - easy access to reports with customised restaurant information allowing for better business management
- **Easy to operate** - simplified menu changes and reduced staff training time requirements

Background

Rasa Samudra is part of the award winning Rasa chain of Indian Restaurants operated by Das Sreedharan. The 110 cover restaurant, located in central London, attracts a wide variety of clientele from business people to tourists. Attracted by the high quality of Indian food, as well as the relaxed atmosphere, Rasa Samudra has established many loyal customers.

The restaurant has been operating for over 10 years, with a till system that was almost as old as the restaurant! Recognising the opportunity to improve the way the restaurant was operated, Das approached London Casio

dealer IKA Retail Solutions. IKA recommended he install the Casio QT-6000 and ORDERMAN DON Wireless Waitressing system. One of the main issues with the old system was the inconvenience of the reporting functionality. To obtain management reports, Das had to go to the back office and reports could only be run when all the cash registers were turned off. Operating 7 restaurants means that Das relies on sales reports to identify any issues with the running of the restaurant.

EPoS Solution

Rasa Samudra is spread over two floors, with many smaller rooms creating an intimate feel to the restaurant. Unfortunately this makes order taking, communication to the kitchen and order delivery more difficult. To streamline the process of ordering and communicating with the kitchen, Rasa Samudra installed 3 ORDERMAN DON Wireless Waitressing terminals. These link into a Casio QT-6000 on the ground floor.

Business benefits

The Casio QT-6000 touch screen system is fast and easy to use. Staff are able to quickly learn how to operate the system, as it is intuitive and customised to the requirements of the restaurant. Rasa Samudra is very busy in the evenings and so having a till system that can be operated quickly is vital. As Das says "you want to make it as simple as possible".

The ORDERMAN DON Wireless Waitressing system allows orders to be sent directly to the kitchen from the customers table upstairs. This minimises the amount of running staff need to do between the kitchen and the restaurant floor. It also speeds up order preparation and food delivery, meaning more customers can be served an evening.

The use of the wireless waitressing system has reduced the amount of running and has also introduced more discipline into the staff work-flow. During the busy Thursday, Friday and Saturday nights, when staff are at their

busiest and mistakes are most likely to be made, orders need to be input to the ORDERMAN DON in order to be prepared by the kitchen. This means that additional customer orders do not miss the customers bill, thus ensuring Rasa maximises its revenue.

The QT-6000 allows financial, staff and PLU reports to be run conveniently at the touch of a button from the terminal, ensuring Das has complete control over his business. The accuracy of the management reports has also improved, as all orders are input into the system. This allows Das to make more informed decisions about the staffing requirements and popularity of dishes, making ordering supplies and managing staff schedules more effective.

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