

Wireless Waitressing

Khushi's improve efficiency and customer service with the latest technology



Background

Khushi's is a family run Indian restaurant in central Edinburgh. The restaurant, the first Indian restaurant in Edinburgh and possibly Scotland, was established in 1947 by Khushi Mohammed and is now operated by his three sons. During 2006 the business relocated for the 3rd time to 9 Victoria Street, the former site of Byzantium, a complex of indoor markets. The new space has been stylishly re-designed with traditional Indian touches, giving Khushi's seating for 220 spread out over two floors.

EPoS Solution

As part of the relocation, Khushi's management recognised the need to upgrade their EPoS hardware in

order to take full advantage of the opportunities offered by the new restaurant. They approached local Edinburgh cash register dealer, South East Supplies, who suggested the Casio QT-6000 touch screen POS terminal. The QT-6000 was recommended because of its large bright touch screen and ease of operation. Khushi's Manager Islam Mohammed describes the system as a "robust, well manufactured machine". Having previously seen wireless ordering systems, the managers were also interested in investigating this possibility. The QT-6000 links to the ORDERMAN DON Wireless Waitressing system, a purpose built wireless order taking system, which is ideal for the busy restaurant. Khushi's decided to install 2 QT-6000's and 6 ORDERMAN DON terminals.

As Khushi's is a large restaurant set over two floors, they needed to be able to organise their staff in a way that optimised customer service. They decided to have three waiters, responsible for taking customer orders on each of the floors, with additional waiters for delivering food. The waiters are equipped with ORDERMAN DON's allowing orders to be sent directly to the kitchen or bar area via the terminals. A QT-6000 and receipt printer is located on

each floor, so that bills can be issued quickly when requested.

Business benefits

There have been a multitude of business benefits, ranging from increased staff efficiency, to a reduction in management time required. Mr Mohammed describes the system as "a valuable asset that makes running the business easier." Communication between the kitchen and the front of house staff has improved, as staff are able to write messages on the ORDERMAN terminals to give any specific instructions about the order. In addition to this, there are a multitude of special instructions that can be entered in the terminal, allowing the waiters to tell the kitchen how the customer would like the food to be prepared.

In previous restaurants, orders taken after the initial table order were often communicated directly to the kitchen without being written onto the customers' bill. Subsequently the restaurant was losing revenue.

"without question it has saved a lot of money..."

With the ORDERMAN DON system

all orders must go through the terminal in order to be prepared, so all orders appear on the customers bill. As Mr Mohammed says, the system has "saved time, saved money...without question it has saved a lot of money from missed items". The system has also increased staff efficiency, as waiters can now amend orders as they go on the wireless terminals, without leaving the floor.

On busy nights, Khushi's can serve up to 600 people across 2-3 sittings. The efficiencies in the new system have allowed the Mohammed brothers to easily serve all customers, whilst reducing the number of incorrect orders delivered to the table, improving customer service. And for a restaurant that has been around for 60 years and is serving 2nd-3rd generation customers that truly is quite a feat! Mr Mohammed describes the systems as "one of the best things we have introduced to the business."

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