

Wireless Waitressing

Pin Petch optimise table service with the latest wireless waitress technology



Company background

Pin Petch is a newly opened Thai restaurant in Newport Pagnell. The modern restaurant aims to bring traditional Thai flavours to a UK audience, with a wide variety of soups, salads, curries and stir-fried dishes, as well as traditional Thai iced tea, specially imported for the restaurant. The combination is proving a hit with locals, with the 80 cover restaurant already drawing in the crowds. For owner Pin Siranon this is his 3rd Thai restaurant, and as the Vice President of the Thai food association of the UK, he certainly knows how to make the restaurant a success.



EPOS solution

When setting up the new restaurant, Mr Siranon knew the importance of the EPOS system and its role in optimising business efficiency and gathering information to allow him to make informed decisions. He approached IKA Retail Solutions Ltd, a North London based CASIO dealer, who had previously installed a system in his St Albans restaurant. After investigating a number of options, he chose the CASIO QT-6000 touch screen EPOS system, with 4 ORDERMAN DON Wireless Waitressing terminals. This system allows the waitresses to take customer orders from the table and send them wirelessly to the kitchen printer for preparation.

Business benefits

Even after 4 weeks of operation, the benefits of choosing the ORDERMAN DON Wireless Waitressing terminals with the QT-6000 are evident. As Mr Siranon explains “the layout of the restaurant means that the

kitchen is set back from the restaurant floor, so being able to remotely submit orders from the table allows the kitchen to receive them quickly and the waitresses do not waste time walking backwards and forwards from the kitchen.” Customers then receive their orders quickly, as the kitchen is able to begin preparation from the minute the order is taken. This is especially important in a Thai restaurant where fast food preparation is a customer expectation. The speed of food preparation is vital on a busy evening, as it allows the tables to be turned more quickly, meaning more customers can be served an evening. By inputting the order directly into the terminal, the number of incorrect orders delivered to customers is almost eliminated. Customer service has also improved, as waitresses spend more time on the floor and can be more attentive to customer needs. This in turn leads to increased revenue, as no

potential orders will go untaken.

The management reports that Mr Siranon is able to get from the QT-6000 allow him to monitor the sales performance of each waitress, as well as the number of tables served in an evening, giving him the information needed to manage the restaurant successfully.

The ease of use of the ORDERMAN DON meant that the waitresses were able to learn the new system quickly and within 3 days the terminals were being used optimally. Since then they haven't looked back, as Mr Siranon states, “They are a very important part of my business now”.

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