



Foodservice Technology SOLUTIONS

Point of Sale – Taking Cash and So Much More

by Mike Tash

For the longest time, most people thought of their point of sale system as a fancy cash register.

With technology moving forward at such a quick pace, many innovations have become standard features within the POS industry.

1. Wireless Hand Held Devices.

The newest generation of wireless hand held devices allow your servers greater freedom to take orders as well as collect payment without leaving the customer. Servers can present your daily specials to your customers on the spot, process credit cards while walking to the next table, send a bread request for table 37 to the kitchen, and add walk-ins to the waiting list - right from the handheld device. Your servers can spend more time interacting with more customers keeping them happy and keeping them coming back.

2. "Sticky" Paper Printers.

One of the newest innovations is the "sticky" paper printers. These print-

ers use paper similar to a Post-It that will allow you to reposition the receipt over and over again. The paper can be printed to whatever length is needed,

then stuck to almost any surface where it will remain until it is removed and, even, placed elsewhere. With these printers, the paper can stay with the order through the entire order process. The new paper is also liner-free eliminating the need to manage non-recyclable waste and can be easily removed and restuck to a different surface

again and again. It can be used for all orders, exceptions, specials, as bag tags or any combination.

3. Digital Menu Board/Signage.

Did you know you can deliver media rich content, using video, audio and pictures, right from the POS system? Some of the POS packages have fully integrated and seamless digital menu board software that allow you to create content using the same database. Menu titles, pages, menu items, and prices can all be interlaced with high-quality multimedia to give your restau-

rant menu board a dramatic, interactive display without having to purchase an additional system.

With most digital menu boards, content is sent to the displays from the store database in real-time, so the menu board continually updates throughout the day with menu changes, scheduled price changes, daily specials and so on.

4. Self-Service Kiosk.

Have you thought about a customer self service kiosk for your restaurant? Many of our clients have. There are POS packages out there that allow adding a kiosk with no separate software required. With this method, adding a Kiosk to your restaurant has never been so easy. Most kiosk software is designed to cut down on labor costs and speed up the ordering process, enabling a whole new level of profitability. The Kiosk will pull menu items directly from your menu database on the POS terminal, providing a seamless integration into your POS system. Most packages can enhance the customer's user experience even further, using sound and motion graphics, to engage your customer.

5. Cell Phone Paging.

Some restaurants are opting to take a more modern approach by paging customers' personal cell phones. The restaurant host or hostess simply takes the guest's cell phone number and enters it into the cell phone paging system keypad. When the table is ready, the paging system sends a call to the cell phone with an automated voice message to notify the guest to report to the front of the restaurant to be seated. This can be a convenient way for guests who want to roam farther than conventional pagers will allow and there is no fear of the customer walking away with your pager.

This small list is just the tip of the iceberg when it comes to restaurant technology. More to come in the following months ...



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