

Cloverdale Travel Plaza

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Cloverdale, IN 46120-8698

Ken Bunch
CRS
5621 Elmwood Avenue
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Hi Ken:

Well, it has now been almost two months since our travel plaza restaurant went live with the new Toshiba WinPos touch screen point of sale system. All I can say is the transition was so much easier than I had ever imagined – thanks certainly in part to Glen's great help with everything. According to Lori, training the girls was really easy because of the way the screens just guide you through the ordering process. Training a new employee takes less than an hour compared to a day at least on the old Panasonic system.

As Lori and I talked about some of the features that she and the servers liked the most, probably the number one answer from everyone was the automatic connection of the credit card to the customer sale instead of ringing it separately on a stand beside reader. Hooking the credit up to the internet makes it so fast and accurate – it is just really nice. More importantly, Raj LOVES Mercury and their web portal approach. It is night and day difference from what we use on the gas side according to her. From a management view of WinPos, Lori is quickly able to add new items that may have been overlooked because the programming couldn't be easier---everything is copy, drag, and drop. If you are familiar with Microsoft Windows---this is almost too simple to program.

We struggled a little bit at first with the timekeeping but once we figured out we could edit the hours from previous days as well as the improved tip reporting---that became easy. I especially like having the servers banked and responsible for their own money because the burden shifted from management to the servers and improved accuracy at the same time.

Nikki talked about the table layout screen being a much faster way to open a check and recall it because you know where people are sitting---you can't always immediately remember their check number. Everybody uses the pop up typewriter keyboard for special instructions to the cook which will always happen in this type business. We used to say –See Server---and then the server would have to go back and explain everything. Now, she can stay on the floor and take care of her customers. Splitting up or combining guest checks used to be almost a nightmare and now it is really quick and accurate.

Of course, since CRS had sold us the Panasonic system many years ago, we were expecting the same type of support and help we have always received --- and we got it. I guess the biggest surprise for me was just how easy and simple it was to change from what we had been doing for so many years. I am very satisfied with CRS and the Toshiba WinPos system.



Harbupinder Bains.