

The Cow Palace

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Ken Bunch
CRS
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Hi Ken

What a terrific job Glen did in implementing and supporting the installation of our wonderful new Toshiba ST A-10 POS system. She has made all of the technical stuff and the changes seem really easy. You are lucky to have her. Speaking about the new system, it is so much faster than our previous system which consisted of PC's and separate touch screens. Not only does it perform much better, it also looks much better because there aren't so many cables lying around all over the place.

Now that we have so many different screens, we can group all of the like items like ice cream cones and sundaes together on their own screen which saves a lot of time in ringing up the customer orders. Having the running customer total at the bottom of the check being displayed allows the cashier to tell the customer at any time exactly what their bill will be at that precise moment. It may seem like a little thing but the cashiers have grown to appreciate all of the little things that we have improved upon with the new system.

Being able to print the customers name on the receipt and in the kitchen allows us to more accurately track the sizeable carryout business that we handle every day. This has helped eliminate some previous confusion that existed when the customer would arrive to pick up their orders – it has worked out well.

Probably the biggest single improvement from an order taking standpoint has been the automatic pop up keyboard that allows us to describe EXACTLY how a customer wants his food prepared – the server just types it in and it prints that way in the kitchen. We no longer need to guess what the server meant and she doesn't need to go back in the kitchen to explain what she meant. Our girls (and guys) are literally fighting over who gets to use the new system. As I said they are all “goo goo gaga” over the new system.

Finally, just a quick word about CRS getting the job done now for over 22 years for the Cow Palace --- we have had our moments to be sure – but you have always resolved the issues whatever they were. I would certainly recommend the combination of CRS, Toshiba, and Glen Machonis to any similar operation looking to improve their POS environment.

Norma J. Zimmerman

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Owner