

Oakleys Bistro

2005 Restaurant of the year

With the assistance of a few friends, Steve Oakley opened his new restaurant on the northside of Indianapolis in the spring of 2002. After looking at several different POS systems, Oakleys settled on the Maitre'D system running on IBM SurePos 500 touch screen terminals connected to two kitchen printers with a back office server for system support.. The renowned chef has enjoyed a comfortable level of business and the Maitre'D system has delivered the control necessary.



"When thinking about the various aspects of the Maitre'D system, the one theme that keeps coming to mind is 'simplicity and ease of operation'"



One of the features our servers really like is the ability to split an item like "smoked salmon or crab BLT among two or three guests easily allocating the dollar amount to each guest's total."



"At our restaurant, servers' tips are pooled because we want to create a one for all and all for one approach to customer service. This teamwork approach is easily accommodated by Maitre'D as well as normal timekeeping functions"



" My opinion is that the POS system is working best when it works within the flow of our method of service and food preparation. Maitre'D has allowed Oakleys to provide that experience without disrupting that flow."

"Even without John, however; the rest of the CRS support team has continued to answer and advise me promptly so I feel confident in our support going forward. Please feel free to use Oakleys as a reference for anyone considering Maitre'D or CRS." —Steve Oakley Proprietor/Chef