

Order Taking Simplified: Ba Vo Implements WaiterPAD Handhelds

Case Study

Restaurant Overview

Ba Vo is a family-run Vietnamese restaurant with seating for 150 customers located in busy downtown Oakland, California. The two level, 2,000 square foot facility serves lunch and dinner weekdays in two dining areas. Ba Vo focuses on making quality Vietnamese food from family recipes.

Business Challenge

Ba Vo fills up quickly during the weekday lunch hour rush. Servers take customer orders with paper and pen then run back, sometimes 150 feet away, to the kitchen to place them. The manual ordering system was taking its toll on the staff and customers with illegible orders, missed items and irregular delivery times.

Back office management responsibilities were timeconsuming. "Daily reporting and closing the books took almost 2 hours every day. Everything was done on paper so I manually calculated all tickets. We also didn't have an automated system to track and order inventory," commented Loan Vo, general manager of Ba Vo.

The Solution

Ba Vo turned to TriniTEQ for a solution to help their restaurant operations run more efficiently. TriniTEQ installed two WaiterPAD handhelds and one WaiterPOS touch screen. Back office software was implemented to manage staff times and tip allocations and generate operational analytics and reports for management. TriniTEQ also provided the capability of printing orders in Vietnamese characters for the kitchen staff. An additional printer was installed in the dining room so servers could easily print credit card receipts.

Results

Improved customer service and satisfaction. With the deployment of the WaiterPAD handheld solution, servers are now able to take orders and transmit them directly, using radio frequency technology, to the kitchen and bar printers, without leaving the floor. They are more attentive to the customers and can respond quickly to their requests. From the kitchen, food is delivered efficiently and accurately to the customers. "WaiterPAD is a success at Ba Vo. We have significantly streamlined our business operations," remarked Loan. "At the front-of-the-house, our servers are able to take care of their customers and turnover tables faster. Customers are more satisfied with the service and tipping more to the servers."

Efficient backoffice management.

TriniTEQ's back office software compiles the ordering information from the tickets and provides extensive management reports on the day-to-day business. "The

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General Manager, Ba Vo

time I spent on back-of-house activities, when closing the restaurant, has been reduced by 60 minutes. I'm also able to track and accurately order inventory with TriniTEQ's reporting modules," said Loan.

Increased table turns and revenues.

Before TriniTEQ, Ba Vo was only able to turn 1.5 tables during the busy lunch rush. Now with the handhelds, Ba Vo is now able to turn tables, on average, 3 times. "Our servers are able to stay on the floor more and maximize their time with customers," stated Loan. "Our investment in deploying WaiterPAD has made us not only more operationally efficient, but has impacted the success of the restaurant by helping us double our revenues in a short amount of time."

About TriniTEQ Systems

TriniTEQ is a leader in providing tailored point of sale solutions to suit every hospitality environment. Our state of the art technology is based on thorough research and development ensuring that our products are the best in the business. For more information on our range of point of sale products visit www.triniteq.com



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