

A New Flavour Of Service

EPSON KITCHEN PRINTERS



Coco's Restaurant

Renowned for its fine dining, Coco's Riverside Bar and Restaurant is situated on the waterfront of the Swan River, South Perth. Owner, Ian Love, opened the restaurant in 1989 and ever since then it has been winning awards for its high level of service and cuisine. Seating up to 300, the restaurant features indoor and outdoor dining areas, two main kitchen areas, two servery areas and a bar. Predominately attracting business people, it employs 60 staff members, with approximately 25 of these employees working each dining session.

Challenge: Automating Cuisine

When it comes to any restaurant, making sure everything runs smoothly can often prove to be a difficult task, particularly when the restaurant is open for long hours and staff members are "run off their feet". For Coco's this most certainly was the case, with chefs, bar staff and waiters dealing constantly with high demand and striving to maintain the high levels of service to which the restaurant's clientele have become accustomed.

"We needed a system that allowed staff to take an order from one table, quickly process it and move on to the next table," Love stated. "It was a case of speeding things up by minimising the need for staff to be walking back and forth between the dining area and kitchen and bar area."

There was also concern over making sure that everything on the order was easily understood by the chefs and delivered to the right table in the right order. "It's imperative that in a restaurant such as ours, the quality of service is evident through our understanding of our clientele's needs. This can be as simple as making sure a meal has the correct sauce on it or that a patron's request for an ingredient to be excluded from their meal is met," Love said.

Solution: EPSON and PalmTEQ...Dining Together

The right Point-Of-Sale solution has been a long time coming for Love, who has had 25 years experience in the restaurant industry. "The reality is that I have been looking for a solution like this since 1985 and the EPSON and PalmTEQ solution was the first with which I felt completely confident. For everything that needed an adjustment in the old system, EPSON and PalmTEQ had a solution to improve and automate," he said.

In just a week, the entire solution was live in the restaurant with staff members fully trained on how to use the products and all specifications from the menu programmed in to the system. The solution was made up of two EPSON SR-600 System Terminals with easy to use touch screens for the reception and bar area; three EPSON TM-U230 Kitchen Printers for the cold, hot and servery areas; two EPSON TM-T88III Receipt Printers for the bar and coffee areas; and 12 PalmTEQ hand-held WaiterPads.

The WaiterPads work in combination with the POS Terminals and printers using radio frequency to communicate table orders, requests, and information from the restaurant

