

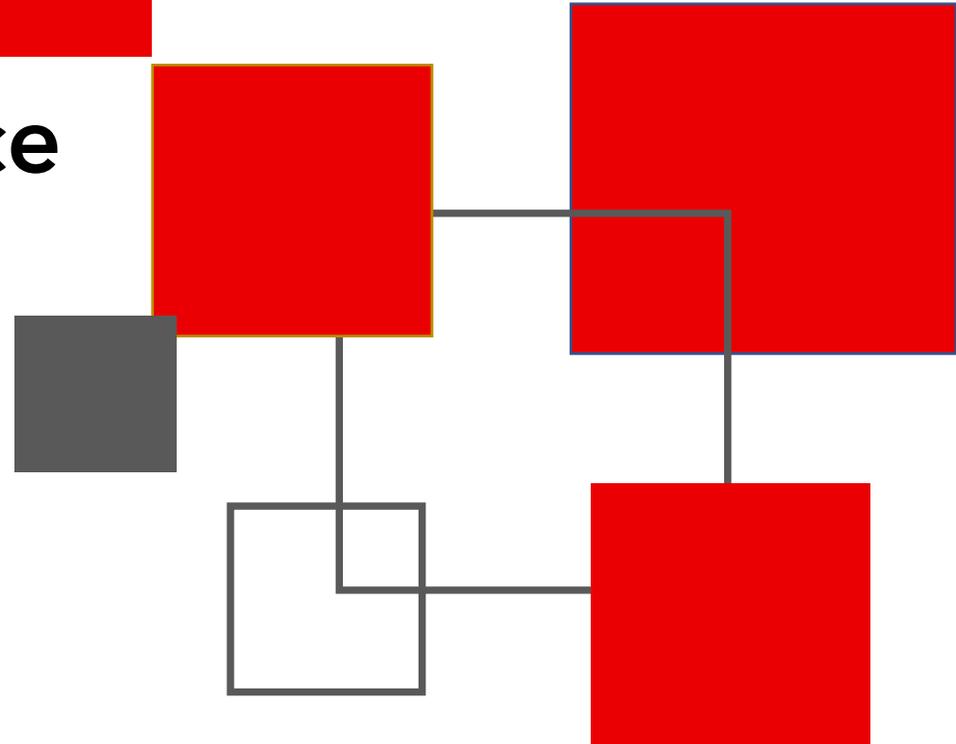


SimplySolved

SERVICE, QUALITY & SOLUTIONS

# Restaurant Case Study

## Improving Service & Performance

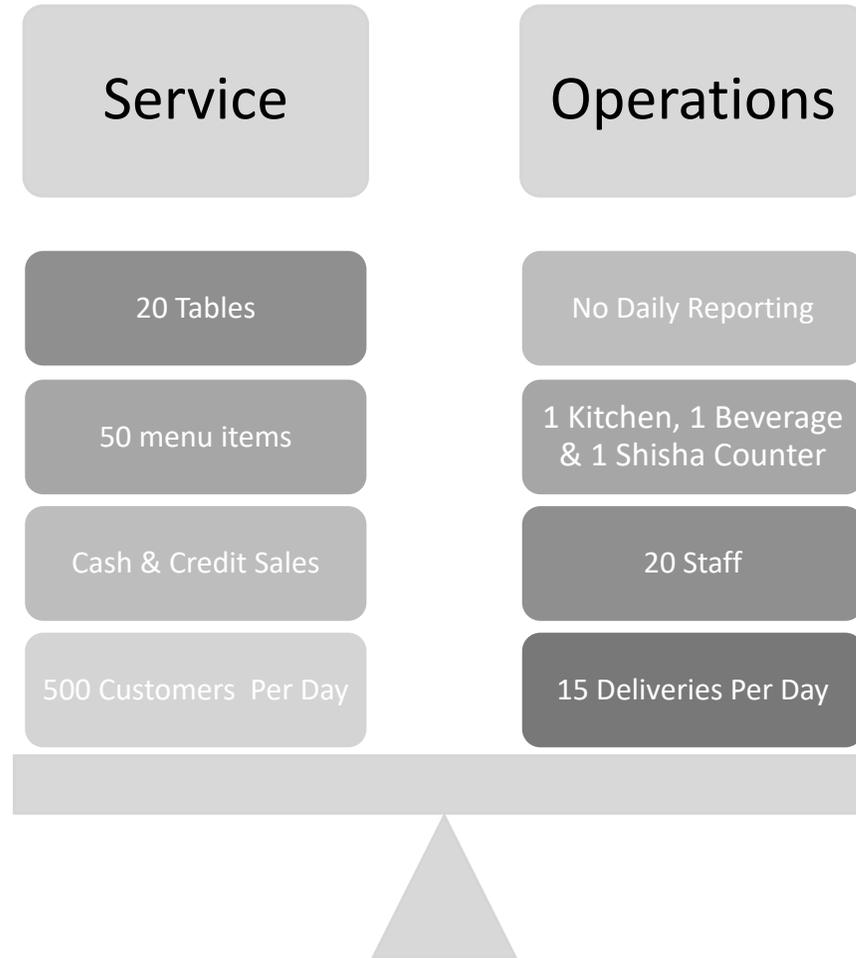


# Background

For a local restaurant business owner, controlling their operations remotely had always proved to be a challenge. They had employed a manager to run daily operations, but accurate and timely reporting was a challenge with the owner receiving excel reports for limited information.

In addition they did not employ a trained finance person to manage their accounts or VAT

To improve his operations profitability, service, cash controls and reporting, he contacted Simply Solved to propose a solution.



# The Problem

The owner had several objectives and wanted to improve the business's profitability, improve service and reduce the number of people handling cash as well as improve the quality of his reporting. He did not believe increasing headcount was sustainable, it helped address some issues but reduced the business profitability greatly with additional revenue benefits. Following a review and site visit, we identified some key issues:

- Limited controls on food pricing & discounts
- Customer orders sent to kitchen by written paper or radio took time and could be inaccurate missing details
- Point of Sale system was just used for payment collection
- It also did not comply to UAE accounting & Tax and had poor reporting features
- Cash was handled by several people and uncontrolled



# The Solution

We addressed all his key issues with required changes to processes and implementing IT solution with workflow management that could control:

## ❑ Sales

Customer experience from entering the restaurant, table management, order taking, dispatch to kitchen, service delivery to payment.

## ❑ Operations

Ordering supplies, inventory management, accounting and VAT

## ❑ Reporting

Detailed real time reporting to report on revenue, cost, stock scheduling, service delivery, waiter performance etc

## ❑ Accounting & VAT

Cost effective outsourced accounting & VAT



# The Result

By focusing on workflow automation and setting up controls into simple process supported by a complete solution, we able to significantly improve the customer experience, reduce costs and provide the rich real-time reporting to operate the restaurant.

Our solution and model is modular and transferrable to any restaurant format to help you manage business more effectively, making it an asset running your business.

Our solution is UAE FTA compliant, fully configurable and can be implemented in days.





## Simply solved

🌐 [www.simplysolved.ae](http://www.simplysolved.ae)

📍 Office M13, Al Makateeb Building Al Quoz 3, Sheikh Zayed Road, Dubai, United Arab Emirates,

✉ [info@simplysolved.ae](mailto:info@simplysolved.ae)

☎ +971 43445338

This case study is based on a real engagement, the client has chosen to remain anonymous. Quantified benefits were calculated with data provided by the client and have been provided for illustration purposes. Benefits to your business will vary subject to project baseline and actual implementation.