



Restaurant Management Systems

Chapter 6



Interview

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- EVP Micros Systems Inc.

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Interview (cont.)

- Selecting a Point of Sale System (POS)
 - Determine needs
 - Determine goals

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Interview (cont.)

- Product Examples

Res 300 – Windows based for chains

Mymicros.net – Real Time data portal

Ovation II – individual restaurants

IPOS – Windows CE (portable)

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1. Introduction

RMS Restaurant Management Systems are the crucial technology components that enable a single outlet or enterprise to better serve its customers and aid employees with food and beverage transactions and controls.

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2. RMS: Components

Four main offerings:

- POS
- Inventory and Menu Management Systems
- Reservations and Table Management

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Back office applications

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RMS: POS

Definition:

A point of sale system is either a stand-alone machine or a network of input and output devices used by restaurant employees to accomplish their daily activities including food and beverage orders, transmission of tasks to the kitchen and other remote areas, guest-check settlement, credit card transaction processing, and charge posting folios.

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RMS: POS

Other Functionalities:

- Decreased service time
 - Kitchen, bar, offices, host stand
- Order Accuracy
 - List of fields
- Security of Cash Transactions and Internal Auditing Functions
 - User ID
 - Record tracking

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RMS: POS

Other Functionalities:

- Reduced training burden
 - GUI, intuitive
- Performance control
 - Individual server reports
- Sales Reporting
 - Totals
 - How customers pay, what they buy, when

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Inventory and Menu Management

- Inventory levels and consumption
- Purchasing
- Theft

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Inventory and Menu Management

Inventory Levels and Consumption

- Par Stock
- Consumption volume, rate, and sales price
- Reconcile Physical Inventory with POS Inventory

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Inventory and Menu Management

Purchasing

- Dates of purchases and delivery, quantity, and purchase price
- Alerts to rotate/use stock
- Some items hard to track (fish, vegetables)
- Food cost controls are critically important

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Inventory and Menu Management

Theft

- Shrinkage
 - theft of product, “sampling”
- Up to 30% of all restaurants fail because of employee theft
- Given: 1 out of 2 employees will steal if given the chance
- User ID required

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Inventory and Menu Management

Benefits of Inventory and Menu Management

- Some view as disruptive
 - time to enter User ID's
- Nutritional monitoring
- Predictive modeling and variable

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Reservation and Table Management

- May be part of or separate from POS
- Reservations simplistic in nature
 - name, number in party, phone, date, time, etc.
- Table management designed to allocate reservation/wait/walk-in list with tables, locations, services
 - A map of front-of-the-house seating
 - Alerts on open, long duration, dirty tables

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Interfaces

- Interface with hotel software
- Interface with accounting software

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3. Other RMS Systems

DRMS: Delivery Management System

- Emphasizes delivery of orders
 - “delivered” to counter or drive-through
 - Storefront Operations
 - System Functions
 - Back Office

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DRMS

Storefront Operations

- Similar to POS
- Transmits orders to kitchen, drive-through and counter
- Time of order processing most important feature

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DRMS

System Functions

- Flexibility
- Price Changes
- Menu Changes
- Promotional Items
- Data Backup
- Self-diagnostics (rapid recovery)

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DRMS

Back Office Systems

- Inventory Control
- Financial Transactions
- Sales Data

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4. RMS: RMS Scale

- Small Operator Systems
- Enterprise Systems

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5. RMS: Proprietary vs. Non-Proprietary

- Single source
- Mixing and matching software/hardware troublesome

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6. Advancements

Touch Screen Technology

PDA - Personal Digital Assistant

HHT - Handheld Terminal

Smart Cards

- Carry information and authorization
- Special readers required

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7. Summary

- RMS critical tool used in food sales and operations
- Technology not always the answer
- RMS are increasingly used with the Internet
- Future advances will incorporate new ways of paying (smart cards)

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Additional Resources

- www.cnet.com -technology portal
- www.htmagazine.com -hospitality IT
- www.informit.com -technology portal

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