



Restaurant Point of Sale and Backend Management Systems Buyers Guide

The How-to-Guide for Restaurateurs and Managers Buying a POS System

Running a successful restaurant comes with challenges—your point of sale system should not be one of them. Whether you operate a fast casual, fine dining, or quick service restaurant, you need a comprehensive POS system to keep up with the competitive dining environment. If your restaurant is struggling with communication between the FOH and BOH, productivity, or profit loss, it's time to update your point of sale system.

In this guide, you will learn the benefits of implementing the right POS system and how to determine which service provider is right for you.

Benefits to Boost the Bottom Line

The ideal POS system should offer all the features you need to meet the demands of your restaurant and optimize efficiency in one complete system. With the right POS solution, you can expect to:



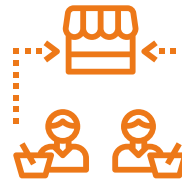
Track Sales and Improve Customer Experiences

- Mobile POS and pay-at-the-table capability provide faster checkout and table turn
- Accept multiple payment options, safely and securely
- Track sales in real-time, monitor best-selling, and most profitable items
- Table-side kiosks provide personalized marketing to upsell based on the customer



Inventory Control and Management

- Reduce waste and spoilage
- Track recipes and ingredients
- Easily make menu updates in real-time
- Menu management for chains for accuracy and consistency



Customer Engagement

- Cut wait times with self-ordering kiosks and put diners in charge of their orders for better accuracy
- Offer the convenience of online and mobile ordering
- Delivery Dispatch management services
- Communicate and market to guests through your app
- Offer loyalty and rewards programs for customer retention



Optimize Staffing and Reduce Labor Costs

- Backend management software automates scheduling and uses job codes to make sure staff is assigned appropriately for peak times where they are needed
- Reduce downtime and overtime and improve efficiency resulting in increased revenue and lowered labor cost



Evaluating Your Restaurant POS System Provider

When implementing or updating an existing point of sale system, start with the provider. Work with someone who is knowledgeable in your industry and with the size and style of restaurant you operate. Consider these key questions:

1. Does their platform offer a scalable solution to grow with you as your business grows?
2. Do they integrate with best of breed solutions?
3. Are they agnostic to your credit card processing relationship?
4. Do they force long-term contracts and steep early termination fees?
5. Do they put themselves between you and your bank deposits?
6. What type of professional project management do they offer to ensure smooth deployment that will allow you to hire and train staff, negotiate with purveyors, and focus on enhancing your guest experience?
7. Do they expect you to take on programming your POS system?
8. Do they offer support of the entire environment or just their application?
9. Do they offer support when there is Wi-Fi conflict, the system goes down, managing who has access to the network?
10. Do they offer local service and support to make sure you are optimizing the use of your system?

Analytics and Reporting

In order to reduce cost and increase profits, you have to know where the majority of your cost is accrued. Analytics empower you to make better strategic business decisions based on your data. With inventory, labor, and point of sale management in one place, you have access to detailed, customizable reports with the information you need, when you need it. With cloud-based technology, get real-time visibility anywhere, anytime for total control over your business.

Key Features and Services

When choosing a POS system, make a list of needs vs. wants for features and functions—ideally, your system will be feature-rich and scalable to allow for growth in your business, but manageable. Look for features that improve efficiency, accuracy, and reduce cost but are easy to use and learn when training employees.

Optimize performance and avoid costly operational issues by choosing a provider that offers support past the sale with ongoing management services and support for the lifecycle of your system—adding value to your total cost of ownership (TCO).



Buying a POS System

There are a variety of buying options, but most importantly, your POS system should meet your TCO requirements. Look for a provider that matches a plan that fits your needs and your budget without forcing you into a long-term contract with excessive credit card rates.

The experience and expertise of Postec makes choosing a point of sale effortless. Postec offers scalable platforms from the industry's most trusted vendors that are customizable to the needs of your restaurant. With the experts at Postec guiding you through the purchase of your hardware, software, and the added value of their support team, you'll have a seamless experience even beyond the sale.

Contact the experts at Postec to learn more about the POS system options that fit your restaurant and your budget.



We'll show you solutions that match your needs and budget, whether you are a new restaurant, a large restaurant group, a hotel or an independent grocer. We've worked hard to be the Southeast's POS industry leader for over 30 years.