

Bring It All Together

Unify and streamline your food, drink and room experience

Today's guest expects a smooth, personal experience. Guestline EPoS makes light work of delivering it, all whilst liberating your team to focus on what matters - delighting guests more profitably.

The Challenge

Routine operational tasks are manual, labour intensive and prone to error

The Solution

Unify and automate operational tasks to deliver a superior service and increase profits

- **A happier, more productive team**

More staff, able to do more things, better. Simplifying and joining up all key processes that connect the restaurant, bar, kitchen and front desk eliminates frustrations, complications and delays.

- **More guests delighted**

Connect waiting staff, chefs, bar staff and receptionists to deliver a faster, slicker experience to the guest.

- **A more profitable hotel**

More opportunities to upsell, better service, no more unbilled items... and a happier guest. What's not to like?



“ Staff can now post guest's food and drink expenses direct to their room bills from EPoS - this not only saves time but protects our revenue streams and minimises lost revenue which can be as much as \$400 just during breakfast. ”

Helen Williams - General Manager

How it works...



Optimised, profitable and secure process flow

- Place the order
 - » Text and BIN number search for items
 - » Guide servers to deliver a consistently high standard of service
 - Multilayer modifiers to upgrade the order or suggest complementary recommendations (e.g. if it's a steak dish: how it is cooked, accompanying sauce/dish and recommended wine)
 - PLU countdown gives the server availability information
 - Pop up messages reminding servers (e.g. happy hour)
 - » Place orders on hold when servers need to check details with the kitchen or the store room
 - » Review the order and void with a reason or add message to the kitchen in case of allergies or other important notes
 - » In situations such as a full house or take away requests, allocate to 'temporary tables'
 - » Name the table to the guest to deliver a more personalised experience
 - » Split order by kitchen section and send to multiple printers
- Edit initial order
 - » Move items between tables if misallocated without having to cancel the order
 - » Move the table around (e.g. guest start in terrace and moves inside later)
 - » Enable smooth shift pick-ups with 'reorder', selecting items from earlier bills
- Billing
 - » Automatically apply service charges based on the number covers recorded on an order
 - » Change the order of the courses on the bill without cancelling or reordering manually
 - » Split the bill exactly as your guests wish (e.g. specific items by food and drink)
 - » Apply amount or percentage discounts to a single item or entire bill
 - » Return stock easily if not consumed
 - » Search historic receipt journals – search by guest name, room number, payment type, date and terminal
- Payments
 - » Automatic conversion from POS currency to PMS currency when posting to it
 - » End-of-day, non-room sales and payment transferred to the PMS when performing a Z read
 - » Charge to guest room if resident – look up by guest room number/name to Non-Resident Accounting (NRA) profile or directly to company ledger account
- Sends end-of-day and post room automatically to Guestline PMS



Greater control

- Always be in the picture - view your restaurant, bar or tables as a picture, diagram or grid
- Menu tabs are tailored to your operations and easily updated using the Price Look-Up (PLU)
 - » Food - ingredients, allergies, how to prepare, complimentary products
 - » Beverage - measures, reporting measure, brand, description, unit price, stock item
 - » Financial - cost, price bands (e.g. function vs normal bar, happy hour time) and mark up
 - » Measures - half/small and double/large designed to streamline the addition of new PLU items and drive the usability of the system
- Use bills and receipts as marketing tools: address, hotel name, tax number and advertising messages
- Set the user groups and rights based on your operational processes

Intuitive and flexible

- Multiple terminals operate in unison through Microsoft® technologies
- Menu tab can accommodate up to 60 products thanks to display optimisation and the ability to customise colours
- Receipts and PLU items can be translated/entered in other languages if required
- Multi device
 - » Any device can be used (8-inch screens or larger)
 - » Compatible with: Windows 10, Android or iOS (RDP App onto the non-Microsoft Windows devices)
- Log on in the most user-friendly way: user password, PIN, swipe card¹ or biometric reader¹



Meaningful data, actionable insights

- Standard reports
 - » Z read end of the day reports help bookkeepers to reconcile what is in the system and physical cash
 - » X read enables you to run Z read reports along the day to better control shifts
 - » Others - banking, covers, discounts, PLU list, sales (daily items sold, stock sold by PLU and no sales log), voided items, wastage and gratuity
- Get revenue breakdown by revenue centre, per outlet (e.g. function, beach and bar) and per stream (e.g. lunch, breakfast, dinner or drink and beverage)
- Export reports to excel or print them for stock takers
- Dashboards available by Power BI desktop²

3rd Party Integrations

- Loyalty & Vouchers: BlueRunner
- Spa: Premier Spa
- Data Extraction for Stock auditing: Capcon (Procure Wizard)
- Stock Management (csv format to third party stock system): Fidelity, Fourth Hospitality, Kitchen Cut
- Reporting: any Business Intelligence (BI) through Microsoft SQL Server

Complete solution - Hardware

- Till units
 - » Audrey - All-in-one 15.6" display POS. Stylish design with high performance
 - » Additional screens: rear display and 10" second screen
 - » ¹Swipe card or biometric reader
 - » MT-6820 Series rugged 8-inch Tablet
- Thermal or impact printers
- Cash drawers

² Advanced feature

