**DINERWARE**
Intuitive Restaurant Software

A Shopper's Guide to Restaurant Point of Sale

What you need to know before you buy

The decision to buy or lease a restaurant POS system can be confusing and overwhelming. This guide will help you navigate through the selection of a restaurant point of sale system.

Whether you ask about our product or that of a competitor, we want you to be informed so you can make the best decision for yourself and your business.
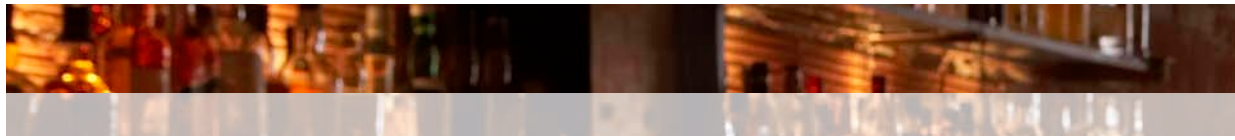
Tips to Help You Select the Right Restaurant

How to select restaurant POS system

If you're like most restaurateurs, choosing the best POS system for your business can often seem intimidating. It's a big investment and can have a huge impact on the success and efficiency of your restaurant, bar or cafe.

There are many different systems to choose from and they're all different. Take the time to analyze your business needs. Here are items to consider when begin your search for the right restaurant POS system.

1. All software is not created equal

When you take the time to properly analyze your business needs you save countless hours of lost productivity and reduce the risk of investing in the wrong system for your restaurant, bar or cafe.

This task might seem overwhelming but with a little guidance you can quickly and easily find the right POS system.

Your hospitality and restaurant POS software evaluations should support two basic factors: ease of use and reliability. Ask how easy it will be for employees to learn the software. Can you quickly access information and make changes to menus?

Get a thorough demonstration of the software before you buy and to note how easy or difficult it is to do everyday tasks. Ask to be shown how to make changes to the menu, change a price and add an employee. Is it complicated or simple? How easy is it to "undo" a mistake? Picture your server and see from their perspective if this will be easy to use. Count the number of touches required to complete tasks. How long will it take a manager to train the staff?

Speak to other restaurateurs that use the product. What does their staff say about its ease of use? By asking questions, trying the systems and making notes about each, you'll be better able to choose the best system for your restaurant.

All software is not the same so be sure ask questions, see demonstrations and make notes!

2. Don't buy hardware first

All software, even POS, comes with specific hardware requirements. Each POS program functions with certain cash drawers, scanners, printers and card readers. It may be tempting to purchase used hardware, but bargain hunters beware - buying less expensive often is buying sub-standard hardware that increases the risk of a system crash when you can least afford lost data and equipment downtime. Save time, frustration and money - choose the POS software first, then ask the software company about their recommended hardware and operating systems.

POS System for Your Business

3. Mistaking bells and whistles for features

Unless you're a restaurant POS expert, it is difficult to sort out flash from substance. Some "legacy" or older POS companies often cobble layers of features over older features, some of which are no longer relevant. Often this approach is presented in the guise of offering robust features, however this creates a strong revenue model for the vendor selling this type of system.

How? It's simple. Over time, old code patched in with new code increases the risk of deeper system bugs and glitches that will inevitably crash the system and risk data loss when you least need it — anytime. This drives the need for a certified technician to schedule a costly on-site visit. So begins a vicious cycle.

4. Beware of proprietary systems

There are two main approaches to developing restaurant POS software in the industry to-day. Understanding these categories will help you to select the one that works best for your business.

"Proprietary" This software does not conform to open-systems standards, so customers are at the mercy of a vendor able to charge freely on service and upgrades after the initial sale has locked the customer in. Because the software is under a restrictive license, other developers aren't able to add features.

"Open architecture" This software design approach allows other developers to create specialty features that can be added to the main application. It's a straightforward concept: create technology in a way that allows other technology companies the to create features that "plug into" the basic restaurant POS software. As your establishment grows, so will your needs. Open architecture enables you to cherry-pick features that fit your exact needs and compare similar plug-ins from competing vendors.

5. Investigate personally

Owners may be tempted to hand off POS selection to someone unfamiliar with the service industry. This decision directly impacts your bottom line and the health of your business. Top management and other key personnel must be involved in the selection process. Whoever evaluates the POS software must have in-depth knowledge of your business. POS software is too important to pass the evaluation process to someone else.
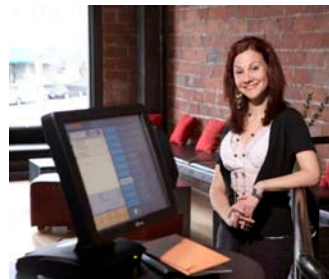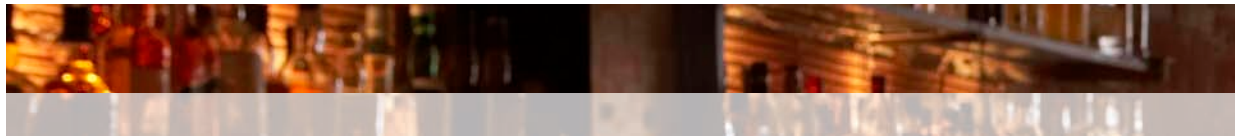
Dinerware is an Investment that Pays.

Calculating your return on investment

If you use paper or electronic cash registers as your point of sale system, you're probably spending unneccesary time sorting out paperwork or dealing with the headaches and limitations caused by older technology.

Here's a sample of how you will save time and money when you buy Dinerware POS.

Small restaurant, 6 employees, one-terminal system

Dinerware can save you time and money in so many ways, but this example focuses on common issues that establishments face every day: Reporting, common calculation mistakes and employee timesheets.

Action	Before	The Dinerware Way	Math	Weekly Benefit	Annual Savings
Daily Reports **(Sales)**	Manually add tickets and perform cash reconciliation	Server tickets, cash and credit cards automatically recorded and reported	20 minutes per server per shift	**$20** 3 Hrs / Day ($4) 5 Days / Week	**$1,040** Based on 52 Weeks / Year

Action	Before	The Dinerware Way	Math	Weekly Benefit	Annual Savings
Server Order Errors	Missed charges for extras, beverages, sides, etc.	No food is made unless a ticket prints — servers must enter accurate kitchen and bar communications	$5 per server per shift 2 shifts 4 servers	**$200** $40 / Day 5 Days / Week	**$10,400** Based on 52 Weeks / Year

Action	Before	The Dinerware Way	Math	Weekly Benefit	Annual Savings
Calculate Employee Timesheets	By hand, timecards or honor system	Automatically track clock in and out to the minute and generate payroll reports	Manager and staff save 2 - 3 hours per week	**$160** $8 Hr / Wage 5 Days / Week	**$8,320** Based on 52 Weeks / Year

What Dinerware can do for your business

Dinerware automatically tracks all sales, including a breakdown of tender types, and automatically calculates the server's bank. Servers can easily print their report and settle with the house in minutes.

Pre-configured prices for menu items and modifiers eliminate the risk of staff making calculation errors and help ensure customers are charged accurately for items they order. Even if you only save $10 per day, a Dinerware system practically pays for itself.

Automation gives you the ability to turn tables faster because customers are being served more efficiently and accurately.

Here are Ways to Start Saving Today.

Analyzing your business

There are many "hidden" ways money can trickle out of restaurants. If manual steps are automated, activities are tracked, and reports are easy to produce and read, then owners and managers can see the real results of their business operations — including how they spend or save money.

Why not take a look at the real numbers for your own business? When you shop for your restaurant POS system, consider ways it will help your business.

Employees: _____   # Shifts: _____   # Days per week: _____

Action	Math	Weekly Benefit	Annual Savings
Reports Common types of reports: • Server • House • Accounting *(Dinerware provides more than 70 reports!)*	_____ minutes per server per shift	$_____ ___ Hrs / Day ($___) _____ Days / Week	$_____ Based on ___ Weeks / Year
Receipts How receipts can be affected: • Miscalculations • Forgotten / Omitted Menu Items • Voids, Discounts *(Dinerware automates risky manual processes!)*	$_____ per server per shift _____ shifts _____ servers	$_____ _____ / Day _____ Days / Week	$_____ Based on ___ Weeks / Year
Labor Understanding labor costs: • Timesheets • Job Types / Pay Rates *(Dinerware helps you track employee details)* _____ hours per week		$_____ $_____ Hr / Wage _____ Days / Week	$_____ Based on ___ Weeks / Year

Totals: $_____ week x ___ weeks/year = $_____

Ask your Dinerware representative for a demonstration and see how you can start making the most of your point of sale system today!
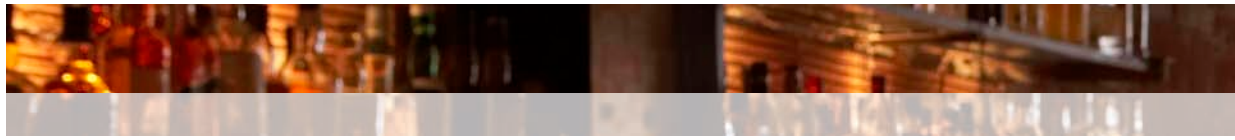
About Dinerware

Helping restaurateurs succeed every day

Dinerware

Founded in 2000, Seattle-based Dinerware provides restaurant point-of-sale software for the hospitality industry. Dinerware is installed in fine dining and upscale restaurants, cafes, nightclubs, bar and grills, fast casual restaurants, counter service establishments, quick serve restaurants, hotels, casinos, and wineries.

The rapid adoption of Dinerware restaurant point of sale systems has enabled the company to extend into more than 40 markets across North America.

Dinerware has also grown internationally and serves customers in Australia, Southeast Asia, the Middle East and the Caribbean.

A word about the product

Dinerware is restaurant POS software created by and for restaurateurs. It's a reliable, streamlined and affordable point of sale software for all kinds of hospitality establishments. Dinerware offers everything needed to manage restaurant operations: order entry and ticket handling, communications, kitchen printing, labor, menu setup, pricing, reporting and so much more.

What sets us apart

A distinctive difference in the Dinerware design is our approach to the hospitality industry: "open architecture."

An open platform enables the customer to add the features they really need, as their business grows. Simply put, open architecture allows for third-party plug-ins to meet the future needs of Dinerware customers.

Many POS companies offer far less flexible "proprietary" technologies.

This exciting difference enables Dinerware to focus on its core software yet enable other companies to create niche products that work with the Dinerware system.

This enables Dinerware customers the ability to select innovative third-party products.

The story of Dinerware

Dinerware founder and CTO, Carl English, followed his dream and opened a wine bar in Seattle after leaving Microsoft.

The responsibilities involved with opening a restaurant included securing a point-of-sale product that met his needs.

Carl grew frustrated with the available POS options. Rather than adapting his business requirements to ill-fitting software, Carl started from scratch and created flexible software that allows for mistakes and maintains a high level of security.

His search triggered his desire to write POS software from the restaurateur's, wait staff's and bartender's point of view.

Carl's passion for the hospitality industry and technical abilities led to the creation of Dinerware — an easy to learn and use product that adds value for establishments of any size.

It's also the core reason owners, managers, wait staff and bartenders rely on Dinerware.

How Can You Save on Your Next Restaurant Point-of-Sale Purchase?

How Can You Save?

We hope some of the everyday questions and practical applications provided in this guide will help you decide what kind of restaurant POS system is right for your business.

When you take the time to properly analyze the needs of your business — no matter the size — you save countless hours of lost productivity and lessen the risk of investing in the wrong system for your restaurant, bar or cafe.

Learn more about the Dinerware restaurant POS system — contact us today.