

Sleight of 'handhelds'

Hamilton's Bean Bar restaurant dazzles customers with magical service



Drinks arriving at the table before their server has left seems like magic for many customers at the Bean Bar, a 'lifestyle' restaurant that has grown in popularity with customers of all ages in Hamilton's Westdale village over the past two decades.

"The fact you can send in drink orders while you are still interacting with the customers is pretty amazing," Assistant General Manager Dianna Salvo says of the introduction of iPad Mini handhelds and interconnected pay-at-table units.

"It's more about the service now. Rather than running away to punch in the orders, servers are able to spend time with their customers. A runner can bring drinks out while we're



Bean Bar co-owner Robert Wilton with iPad Mini handheld ordering unit.

still taking food orders. Customers will say, 'how'd you do that?' Everyone loves it – it's fun, it's interactive and it's very fast. You can't beat that."

It's the biggest leap the restaurant has made since switching over to the Digital Dining POS solution eight years ago, says co-owner Robert Wilton, a former chef who has taken the restaurant from a 'coffee and dessert' shop to a full-blown eatery that is often packed with a mix of students, faculty and staff from nearby colleges, schools and McMaster University.

"When we switched to Digital Dining, we never looked back," adds Robert. "The service with Armagh is solid. I know I can count on them, so that takes away the worry

of making a major change like this."

Robert says the use of handhelds has also helped his kitchen staff. "They see less of the order stacking with five or six orders building up and then shooting through in a spurt. The chit machine now runs with a more constant flow instead of that bang, big rush, followed by a lull and another big rush."

Diana says the flow of the restaurant has also improved dramatically as a result. "Our restaurant is configured in a long, narrow space so there used to be a lot of congestion around where the POS terminals were located. It makes it easier to get food and drinks out to the tables more quickly because you don't have servers and customers stacked up in the middle."

ABOUT ARMAGH POS SOLUTIONS

Armagh has been serving the retail, food service and grocery industries in Canada since 1979, delivering solutions for a range of operators from single-unit small businesses to multi-unit national chains.

We are specialists in touch screen and

scanning point of sale (POS) systems for both restaurants and retail stores, cash registers, scales, liquor inventory control systems, and grocery label and wrapping equipment.

With 35+ years POS industry experience the sales staff at Armagh provides experienced consultants in point-of-purchase

management, customer service efficiency, process automation, and restaurant order management.

Armagh's award-winning Catapult Retail Software and Digital Dining Restaurant Software are best in class, and Armagh is a Diamond Toshiba Alliance Partner.

ARMAGH
POS Solutions

armaghpos.com | 180 Dundurn Street South, Hamilton, ON L8P 4K3
P: 905.528.5903 | 1.888.528.5903 | F: 905.528.3394

Remarkable solutions for grocery, retail & hospitality.



TOSHIBA