



Serving with Speed

Busy seasonal Greek restaurant owners say Opa! to handhelds and wireless pay-at-table technology

The timing was perfect – wireless pay-at-table technology and the need for speed came together just in time for the busy 2016 summer season at **Barangas on the Beach** in Hamilton.

Owner Alex Tsangarakis, who opened the popular Greek restaurant in a former school house on the shores of Lake Ontario 25 years ago, had been successfully using the Digital Dining POS system since connecting with Armagh POS Solutions eight years earlier.

“I had been wanting to add pay-at-table capability for a while, but the technology wasn’t quite there (to meet the needs of the restaurant’s expansive indoor and outdoor environment),” explains Alex. “Harry from Armagh called me in 2015 to say the technology was now available, and we should talk.”

That discussion led to changes that took speed of service, payments and table turns to a level Alex had never imagined. His team of 45 servers are now equipped with iPad mini ordering handhelds that are connected to pay-at-table devices, creating seamless table service that is faster than ever before.

“We are open from spring to fall, and during that time we serve up to 100,000 customers,” says Alex, noting the restaurant has large indoor and outdoor seating areas, a lounge, and a popular

outdoor dance and party area that is packed on summer evenings.

“It is a challenging environment. Digital Dining is a very good system, it is strong and doesn’t allow for mistakes to be made. Adding the iPads and pay-at-table technology makes it even better. Our staff love it, we love it and so do our customers.”

One concern had been about possible damage to iPad minis from being dropped during busy rush times, notes Alex, adding the devices come with protective cases that proved indestructible during the first season. Servers also like that the iPads easily store in waist pouches when not in use.

“Armagh are the experts when it comes to POS,” adds Alex. “I’d recommend them to anyone in the restaurant business.”

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

Top: Alex Tsangarakis, one of the owners who operates the restaurant with his brother Joseph and their wives, says the addition of iPad minis and interconnected pay-at-table devices has greatly improved speed of service. Their busy restaurant is licensed for up to 1,100 people with indoor and patio seating and a popular beach-style nightclub.

Bottom: Baranga’s server and owners’ granddaughter Madison displays the iPad mini ordering device that she says has made handling multiple tables much easier and faster.

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.



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