

# Complete POS Solution

restaurant  
manager



*RM Monitor  
Real-time Reporting*



*Restaurant Manager  
Touch Screen POS*



*Wireless Handheld  
Tableside Ordering & Payment*

## PERIPHERAL DEVICES

- Caller ID Devices
- Cash Drawers
- Coin Dispensers
- Customer Displays
- Debitek Card Readers
- Fingerprint Readers
- Kitchen Display Units
- Liquor Control Devices
- Magnetic Stripe Readers
- Order Confirmation Displays
- Printers
- Scanners
- Video Tracking Monitors
- Weighing Scales

## POS Modules

- *TableService*
- *BarTabs*
- *Delivery/Carry-Out*
- *QuickService*

## Backoffice Control

- *Reporting*
- *Customer Database*
- *Redundancy*

## INTERFACES & MODULES

- Accounting
- Caller ID
- Club Management
- Customer Loyalty
- Enterprise Solutions
- Fingerprint
- Gift Cards & Customer Accounts
- Inventory Control
- KDS
- Liquor Control
- Mapping
- Mobile Marketing & Loyalty
- Multi-Store
- Gift Cards
- PMS or Front Desk
- Redundancy
- Reservations
- Video Surveillance

## OFF-SITE MANAGEMENT

Central Manager  
(for Multi-Store Chains)

**Mobility Solutions**  
(Access Key Data from Virtually Anywhere)

- Web Browser
- Email
- Smart Phones & Cell Phones

*Restaurant Manager™ provides custom configuration and seamless integration for food service establishments of every size and shape.*





## TABLE SERVICE

*Take Control with Restaurant Manager Table Service*



### GIVE YOUR CUSTOMERS A REASON TO RETURN

Providing a memorable meal and service experience helps maintain important repeat business and generates word of mouth accolades for new business. But how can you manage your restaurant to ensure the highest quality customer service while still reducing costs and increasing profits?

Ideal for fine dining, casual dining, bar-service and take-out, Restaurant Manager™ Table Service provides a POS solution to meet your needs. The technology has been honed to provide a POS software package that is fast and flexible. Whether its ease-of-use, check splitting or real-time sales reports, this POS software gives you all of the tools needed to boost your bottom line while making customers happy.

### RESTAURANT MANAGERS WHO USE THIS POS SOFTWARE BENEFIT FROM:

- **Quickly Trained Employees** – Intuitive software interface means new employees can easily get up-to-speed, reducing your training costs.
- **Enhanced Dining Experience** – Offers features like check and item splitting, quicker wait times and other features that are available to provide maximum efficiency and optimize your customers' dining experience.
- **Powerful Management Information and Controls** – Provides complete control over all operational and reporting functions. Program events are automatically activated at a specified time. For example, schedule special messages to appear on the POS screen to keep employees informed.
- **Real-time Alerts** – Sent via email, cell phone text messages or your PDA. Can keep your labor costs in check or allow you to provide extra attention to VIP diners.
- **Real-time Sales Results** – With extensive reporting features like real-time sales statistics, product mix reports, stock and item counters, and server sales totals, you spend more time with your customers and still keep up with the latest profit margin and performance measures.



## TABLE SERVICE

*Take Control with Restaurant Manager Table Service*

Restaurant Manager is highly customizable. Other Table Service users take advantage of these optional services:

### Loyalty Club

Combine built-in promotion and coupon capabilities to provide a truly robust program that will bring back existing customers and deliver new customers to your table service establishment.

### Online Ordering

If your business isn't online today, you are losing sales. Period. Generate new revenue streams, provide your customers with an easy and convenient way to place orders and increase sales while reducing labor costs. Eliminate ordering errors due to miscommunication, reducing both waste and costs.

### Gift Cards

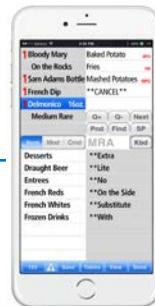
Manage the sale and redemption of gift cards while establish and maintaining customer accounts.

### Reservations

Reduce errors by booking reservations online and efficiently manage restaurant capacity with waitlists.

### Inventory Control

Save thousands of dollars and eliminate theft and waste by tracking inventory depletion, especially high-dollar items like steaks and lobster that are often the target of internal theft. Get real-time stock and item counts from any POS station.



### TURN PAPER AND PENCILS INTO PROFITS

Once you have the traditional Restaurant Manager POS, seamlessly add RM Handheld functionality to allow servers to wirelessly take orders tableside:

- **Speed table turns** as servers send orders right from tableside
- **Lower labor costs** as fewer servers can cover more tables
- **Increase revenue** as faster service allows servers to more efficiently promote an extra round of drinks or dessert
- **Improve customer satisfaction** by reducing the error of credit card fraud with pay-at-the-table features



## TAKEOUT & DELIVERY

*Fast Service with Food that is Prepared Right – the First Time*



### PERFECT FOR TAKEOUT OR DELIVERY

Quickly serving customers, managing special orders, sending accurate orders to the kitchen and getting the order out the door requires the right POS functionality. Whether employees are manning the phones, working the counter, preparing orders or expediting delivery, they need an intuitive POS user tailored to prompt them through their specific job tasks quickly, easily and accurately. Restaurant Manager™ Takeout & Delivery POS provides restaurant owners with management controls and information regarding menu mix, inventory, sales, time and attendance, payments, and marketing options.

### RESTAURANT MANAGERS WHO USE THIS POS SOFTWARE BENEFIT FROM:

- **On-screen Ordering** – One intuitive screen allows employees to select various options to customize an order. Pizza restaurants benefit from the fact that one interactive screen handles it all – from size, crust, toppings to specialty and combo orders. This keeps the employee focused on the customer – not the computer. In addition, the POS system offers a built-in customer database that allows you to track order history, driving directions, birthdays and email addresses to quickly and accurately fill orders.
- **Order Tracking** – Orders are labeled with the customer name and phone number at the call station, marked with the elapsed time at the expeditor station, and sent out with the driving instructions and map code at the driver station. Restaurant Manager's POS system also offers an alarm feature that identifies all orders that aren't out the door within a specific amount of time.
- **Smart Reporting** – Restaurant Manager's robust reporting package provides real-time sales metrics, delivery sales and a host of other sales-related data, allowing you to spend more time running your business. Information on voids, VIP customers or an employee nearing overtime can be set to automatically alert you via your cell phone or email, allowing you to ACT instead of REACTING to current events. Imagine the money your business can save just by managing your overtime more efficiently.



## TAKEOUT & DELIVERY

*Fast Service with Food that is Prepared Right – the First Time*

Other Takeout & Delivery users have taken advantage of these optional services:

### Loyalty Club

Customer loyalty programs are a great way for pizza, delivery and carry-out establishments to increase revenues and generate more repeat business. Combine a program with powerful promotion and coupon capabilities to target specific customer segments or increase the average spend of your regular customers.

### Advance Ordering

The POS system can store an order and automatically send it to the food prep area to guarantee timely delivery. Combined with Restaurant Manager's Online Ordering, you can reduce the number of phone calls during busy hours by promoting this service to your customers.

### Inventory Control

Create receipts that link to inventory items to menu items; track exact item quantity sold by customer count or by day. Restaurant Manager's "Counters" feature allows you to easily track high-dollar items (steaks, lobster, dough-balls) that are often the target of internal theft or "sweetheating."

### Online Ordering

If your business isn't online today, you are losing sales. Period. Increase check averages and profits by 15%-40% over traditional phone orders. Eliminate ordering errors due to miscommunication, reducing both waste and costs. Restaurant Manager's Online Ordering is tightly integrated into your Restaurant Manager™ POS and mobile ordering is included!

### Kitchen Display Monitor (KDS)

KDS can help eliminate the "paper trail" clutter that is prevalent in many kitchens. Used in conjunction with selected kitchen printers, it can increase efficiency, speed and order accuracy. Orders come out of the kitchen rapidly, helping turn tables faster or get orders delivered quicker. Metrics provide owners with detailed information on where bottlenecks happen and how to eliminate them.



### TURN PAPER AND PENCILS INTO PROFITS

Once you have the traditional Restaurant Manager POS, seamlessly add RM mobile Handheld functionality to allow employees that are working the phone to also take orders from tables or line busters:

- **Improve customer satisfaction** with an increase in speed of service
- **Lower labor costs** as fewer counter workers can cover more tables
- **Increase revenue** as faster service allows wait staff more time with customers to efficiently promote specials and complementary or high value menu items



## QUICK SERVICE RESTAURANT

*Focus on the Customer, Not the Computer*



### SPEED, ACCURACY AND RELIABILITY

Let's face it ... getting the order right while minimizing errors, up-selling the customer and easily processing coupons puts the "quick" in quick service. Now picture this ... there are two new trainees at the counter, 15 customers in line, three cars at the drive-through and a food delivery coming in the back door. Most restaurant managers would say that this is a challenging situation to say the least. Slow or incorrect service equals minimal return customers. You need an easy-to-use and reliable software solution working in the background to help you keep your restaurant running smoothly.

Restaurant Manager™ Quick Service Restaurant (QSR) is comprehensive POS software that helps you increase revenue, decrease costs and improve efficiencies. It focuses on critical business issues facing today's restaurant owner. With Restaurant Manager, you get robust operational functionality, and the information needed to solve real business issues and ensure return business.

### RESTAURANT MANAGERS WHO USE THIS POS SOFTWARE BENEFIT FROM:

- **Operational Flexibility** – Large, colorful screen buttons can be easily programmed with Restaurant Manager. This makes it easy for servers to fill customer orders quickly and sends instant, accurate and legible information to the food prep staff.
- **Quickly Trained Employees** – Intuitive software interface means new employees can easily get up-to-speed, which is important in this high-labor turnover industry.
- **Cross- and Up-Selling Capabilities** – Prompts cashier to sell additional items like drinks, side orders and desserts, increasing revenues.
- **Customer-Focused Functions** – Flexible ordering options allow customers to place special orders without slowing down the ordering time. Automatically tracks orders to group eligible 'combo' items together.
- **Increased Sales Options** – Delivery and take-out capabilities provide restaurants with operational, management and reporting features. These features manage additional sales options that increase business opportunities.



# QUICK SERVICE RESTAURANT

*Focus on the Customer, Not the Computer*

Other Quick Service users have taken advantage of these optional services:

## Online Ordering

Gives customers the convenience they want while managing your entire menu from one place.

## Kitchen Display Monitors

Paperless, accurate management of customer orders on the kitchen line with complete performance metrics.

## Inventory Control & Stock Counters

Comprehensive or simple management of inventory resources.

## Coin Dispensers

Speed up service and allow for easy cash management.

## Customer Loyalty

Promotes special offers to customers and tracks the way they earn and redeem points for their purchases.

## Gift Cards

Increase your sales and expand market reach to web-based or in-store.

## Promotions & Coupons

Create compelling promotions to bring in more guests and improve food and labor costs.

## Order Confirmation Display

Ensures accurate orders, increased order throughput and customer satisfaction.



## TURN PAPER AND PENCILS INTO PROFITS

Seamlessly add RM Handheld to your Restaurant Manager system with traditional POS workstations, to increase the operational flexibility of your POS system:

- **Enable staff** to aggressively bust lines at the counter and drive-through
- **Give managers access** to important operational information via cell phone, email or PDA
- **Upsell to increase revenues** when line busting is in use, counter staff has the time to upsell to increase revenues
- **Lower labor costs** as fewer counter workers can cover more customers

# restaurant manager

## RM Handheld



[www.rmpos.com](http://www.rmpos.com)

### Revolutionary Yet Intuitive

The RM Handheld is a complete POS solution that runs on a variety of wireless handheld devices, including Apple's iPod touch. The RM Handheld app works seamlessly with the Restaurant Manager POS System so servers can take orders and process payments\* right at tableside, using intuitive abbreviations and other common text messaging techniques. When servers are not comfortable with text messaging, they simply pick up a stylus and use the RM Handheld the same way they use a pencil and pad, thanks to the Write-On's variable modes of data entry.

### Measurable Bottomline Impact

Installed as an order taking tool in hundreds of restaurants nationwide, the RM Handheld app is already proven to enhance customer service, boost check averages and speed table turns. Most restaurants see increased revenues of 4% to 11% within weeks of installing a RM Handheld system.

Goal	How the RM Handheld Helps
Faster Service	Servers can send drinks and appetizers to prep printers before they even finish taking an order. Getting these items to the table quickly means the customer is more likely to order a second round of drinks or find time for dessert, resulting in a higher average spend. When servers have real-time access to 86-ed items and other messages from the kitchen, less time is lost correcting orders after the fact.
Fewer Missed Sales	Servers spend more time on the floor, less time lining up at a POS Station to enter an order. When servers are close by customers are more likely to add to their original order.
More Up-Selling Opportunities	Prompts and forced modifiers help servers suggest menu items that result in a higher average spend.
Increased Table Turns	When food and drinks are served more quickly, the customer spends less time at the table. When payments are processed right at tableside, customers need not wait for their credit card to be returned. Space once taken up by fixed POS stations can be used to add more tables to the floor.

Cost saving features in the RM Handheld app can also have a huge bottomline impact. Many restaurants using the RM Handheld report significant cost reductions.

Goal	How the RM Handheld Helps
Less Fraud & Waste	Managers can get alerts and give permissions on the RM Handheld anytime they are needed to authorize a password protected operation. They also receive automatic "Fraud Alerts" when pre-defined conditions are met, such as excessive voids, item deletions, check re-prints, etc
Fewer Errors & Comps	Prompts and forced modifiers ensure that servers always ask about cooking instructions and side dishes. Items are never left off the check and servers are prevented from ordering items that have been 86-ed.
Reduced Labor Costs	More tables can be assigned to each server without compromising service because the RM Handheld shaves from 2 to 10 minutes off the time it takes to input an order in the POS system.
Less Training Time	With easy access to the entire menu, including daily specials, servers need not memorize the menu to be effective. With an intuitive user interface that emulates the UI of Apple devices like the iPhone and the iPod touch, most servers can operate the RM Handheld with very little training.
Improved Server Retention	With fewer servers working not only do labor costs go down but tip earnings go up, making for a more satisfied workforce.
Greener Business Practices	Typically a system of five fixed POS Stations can be replaced by two fixed stations and eight to 10 handhelds, resulting in 10Kw hours of energy savings per day. Consumption of pencils and pads is greatly reduced.

[more >>](#)



## Pay-at-the-table

Tableside payment processing speeds table turns and shows you care about data security.



**RM Handheld**

[www.rmpos.com](http://www.rmpos.com)



## Use an iPod touch

The RM Handheld can run on a low-cost, easy to use iPod touch.

## A Key Tool for Owners & Managers

Managers and owners use the RM Handheld to authorize password protected operations such as voids or comps, receive automated alerts (such as when staff near overtime or labor cost exceeds 40% of sales) and to review real-time reports. The RM Handheld is just one of the mobility solutions for managers and owners that can be fully integrated with the Restaurant Manager POS System.

(\*NOTE: Some restaurants choose to use the RM Handheld exclusively for payment processing without deploying it for taking orders at tableside. Any approved handheld device configured with an MSR can be loaded with the RM Handheld app and used as a cost-effective Pay-at-the-Table device.)

## Table Management & Reservations



[www.rmpos.com](http://www.rmpos.com)



### Total Table Management

Efficient table management is so crucial to the success of any dining operation that every Restaurant Manager™ Table Service system includes a basic table management screen. This visually attractive screen shows the layout of every table on the premises and uses color coding to highlight the current status for each table: set and ready for customers, customers seated and ready to order, food and drinks served, check presented, check settled and table ready for clearing.

The table management capability can be complimented with Restaurant Manager's optional Reservations module to create a total solution for managing service, waiting lists and reservations. The Reservations module's easy-to-use design allows quick navigation between booking dates, changes in reservation times, guest counts and even seat bookings. Tables can be assigned to particular sections and seating capacity can be pre-defined.

### Providing Solutions to Real Business Problems

Restaurant Manager focuses on critical business issues facing today's restaurant owner. With Restaurant Manager you get robust functionality, fully integrated optional modules and the expertise needed to solve real business issues and meet your unique goals.

Business Need/Goal	How Table Management & Reservations Help
Better serve your customers	Color coding indicates the current status of each table allowing better customer service
Fill more tables	Reduce errors in booking reservations which ensures you efficiently manage capacity.
Speed table turns	Improve seating management and generate more revenue.

### Managing Reservations

When you install the Restaurant Manager Reservations module you will instantly and dramatically reduce errors in booking reservations. You will always have a clear picture of reservations versus availability and the system even notifies you of discrepancies between reservations and capacity at the time of seating.

### Waiting List Management

Not only can you more accurately project wait times for your customers, but you can also better organize your overall seating management to reduce queuing time. For instance, if a customer is waiting for a four-top in a specific section with a twenty minute wait, they may be happy to take a four-top in an alternate section that is coming available right away. This allows you to improve customer satisfaction, seat more people and, of course, increase your sales.

[more >>](#)

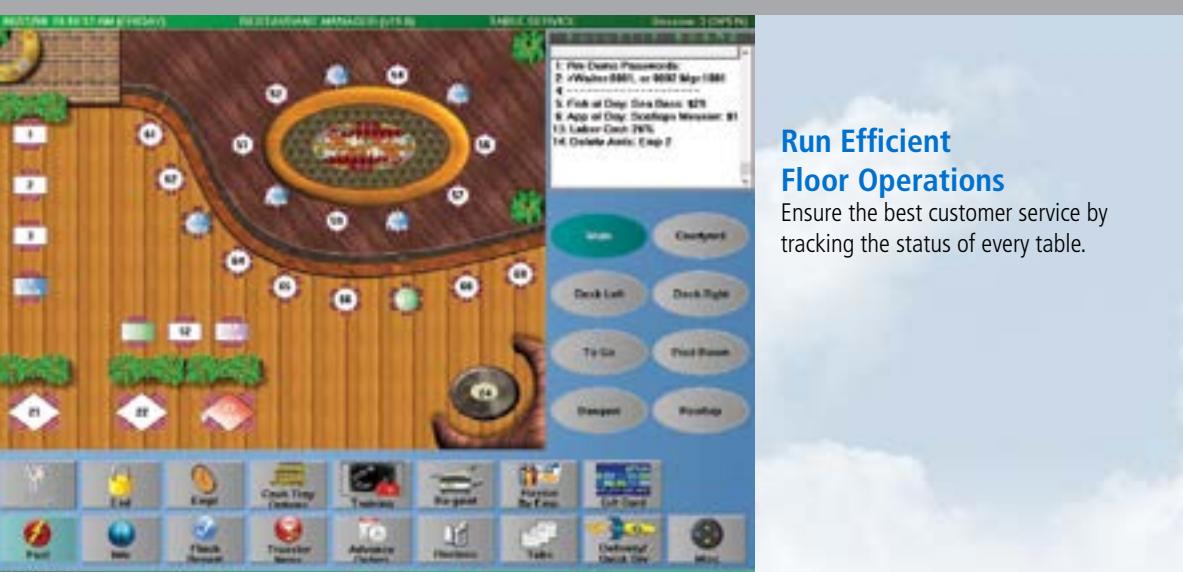
## Improve Service and Satisfaction

Manage service, reservations and waiting lists to increase customer satisfaction and revenue.

Table Status/Est.		Customer	Mobile Phone	Party	Here?	Notify	Action
1	s:1-1 now	*400p UNIV OF MD CLL	3014030249	1	no	0	edit
2	s:1-1 now	445p+ MAILER, NORM	8439579564	1	no	0	edit
4	s:1-1 now	845p+ SMITH, JANE		1	no	0	edit
11	s:1-4 now	710p+ BILLINGS		1	no	0	edit
12	s:1-4 now	715p+ JONES, INDY		3	no	0	edit
13	s:1-4 now						
21	s:1-4 now						
22	s:1-4 now						
23	s:1-4 now						
24	s:1-4 now						
51	s:1-4 now						
52	s:1-4 now						
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56	s:1-4 now						
57	s:1-4 now						
58	s:1-4 now						
59	s:1-4 now						
61	s:1-4 now						
AA	s:1-4 now						

# Table Management & Reservations

[www.rmpos.com](http://www.rmpos.com)



# Run Efficient Floor Operations

Ensure the best customer service by tracking the status of every table.

## Restaurant Manager Tips

1. Use the Customer Loyalty module to improve service even more with the ability to personalize offers based on purchasing habits.

## **Gift Cards & Accounts**

(Optional Module)



[www.rmpos.com](http://www.rmpos.com)

### **A Powerful System That is Easy to Use**

Sales of gift cards and gift certificates can have a significant impact on revenues, especially considering that redemption rates run as low as 60%. Gift cards also boost name recognition and repeat visits. The Restaurant Manager™ Gift Cards and Accounts module is a powerful solution that not only manages the sales and redemption of gift cards and certificates but also allows you to establish and maintain customer accounts.

### **Providing Solutions to Real Business Problems**

Restaurant Manager focuses on critical business issues facing today's restaurant owner. With Restaurant Manager you get robust functionality, fully integrated optional modules and the expertise needed to solve real business issues and meet your unique goals.

Business Need/Goal	How Gift Cards & Accounts Help
Flexible gift card and customer account solution	User defined certificates, gift cards, expiration dates, exceptions and limitations.
Speed of issuance	Simple two-touch, "swipe" or online sales process; instant recall of account details.
Ability to tie gift cards to special programs	Works with the Customer Loyalty module for special discounts and promotions providing an integrated solution.

**Restaurant Manager offers two alternative approaches to managing sales of gift cards and certificates.**

### **The Accounts Module**

The Accounts module makes it easy to manage sales and redemption of gift cards and certificates. With the Accounts module, generating and selling a gift card is as easy as selling a drink. The system automatically takes care of everything from tracking account numbers to processing the cards and certificates when they are redeemed.

The Accounts module also works well for clubs, universities, hospitals and other institutions where customers or staff are allowed to charge food and drink to individual accounts. Accounts may be controlled with credit limits and expiration dates. Invoices and reports can be issued at the touch of a button and the system can be configured to automatically issue periodic invoices or deduct account charges from payroll.

### **Online Gift Cards**

Multi-store chains that wish to track sales and redemptions of gift cards in real time rely on Restaurant Manager's online gift card service, one of many integrated Web Services that work with the Restaurant Manager POS System. Seamless integration between the POS system and Web Services ensures that selling gift cards is a snap. It also guarantees accurate and instantaneous processing so that gift cards may be redeemed at any location immediately following purchase, regardless of which store issued the card.

Restaurants that sell online gift cards not only generate more revenue, but also see more return visits to their website and restaurant.

[more>>](#)

## Increase Revenue

Gift cards bring customers back more often.



## Gift Cards & Accounts

(Optional Module)

[www.rmpos.com](http://www.rmpos.com)



## Flexibility

You define gift card expiration dates, exceptions and limitations.

## Restaurant Manager Tips

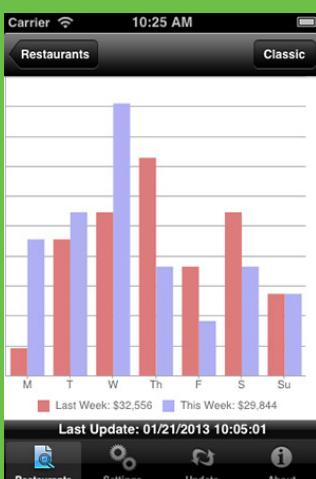
1. Combine built-in Promotion and Coupon capabilities with our optional Loyalty Club to improve customer satisfaction and provide a truly robust program sure to bring back existing customers and deliver new customers to your establishment.
2. Gift cards are a great way to generate additional sales without additional labor. In addition, redemption rates that may run as low as 60% can help boost your bottom line.

# restaurant manager

## RM Monitor (Optional Service)



[www.rmpos.com](http://www.rmpos.com)



## Get Any Information at Any Time from Anywhere

With Restaurant Manager's RM Monitor you can have real-time visibility into key operational and management data via a variety of mobile devices including an iPhone, BlackBerry, as well as a web browser. In just a few seconds you can access the most up-to-date data important to managing and monitoring your establishment helping to prevent loss, reduce theft, improve customer service and boost your bottom line. Keep tabs on key real-time data about your restaurant whether you are on site or away, at home, on vacation, or tending to other business.

## Providing Solutions to Real Business Problems

Restaurant Manager focuses on critical business issues facing today's restaurant owner. With Restaurant Manager you get robust functionality, fully integrated optional modules and the expertise needed to solve real business issues and meet your unique goals.

Business Need/Goal	How RM Monitor Helps
Control costs, boost revenue and prevent loss	Receive real-time alerts for items such as employees nearing overtime for the day or week, large dollar value / number of voids or deletions or high spending tables.
Improve table turns	Check RM Monitor to see how tables are performing and encouraging servers to cross-sell or up-sell; details on open tables and tabs including server assigned, check total and average spend.
Reduce fraud	Instantly view a summary of discounted or reprinted checks, excessive voids and deletions.
Manage from anywhere	RM Monitor lets you easily access all the important information via a mobile device such as an iPhone or BlackBerry, smart phone or a browser.
Extensive visibility into operations	Select from hundreds of Backoffice reports to be delivered on demand via your mobile device in an easy to read .pdf format.

## Improve Operations in Real-Time

The ability to better control costs, prevent loss and improve customer service is essential to ensuring profitable and efficient operations. More importantly having the ability to monitor real-time information such as sales data, labor and cost ratios, and employee hours worked, as well as receive key alerts on items like overtime hours works, voids and deletions can make the difference between a profitable establishment and financial difficulty.

In addition to receiving information on preconfigured data users can request ad-hoc reports to be delivered in a scaled, readable format to their mobile device. RM Monitor gives management access to virtually any operational information, any time from anywhere.

[more >>](#)

## Stay on Top of Operations

Use a mobile device, such as an iPhone to instantly access important operational information.



(Optional Service)

[www.rmpos.com](http://www.rmpos.com)



## Intuitive Business Tools

See sales trends, customer counts, and more at a glance with easy-to-read full color graphs.

## Restaurant Manager Tips

1. Using real-time alert capabilities you maximize the management impact of Restaurant Manager functionality. One way to use alerts is to receive notifications when there are high spending tables enabling truly personalized service.
2. Use RM Monitor to utilize the power of Restaurant Manager's robust Backoffice reports by requesting ad-hoc reports to be sent to your mobile device.

# Real-Time Alerts

(Optional Service)



[www.rmpos.com](http://www.rmpos.com)



## Manage and Act on Important Restaurant Operations from Virtually Anywhere

Restaurant Manager Alert capabilities help restaurants leverage technology to improve overall operations. Managers and owners are notified as soon as important events that require their attention happen and can then access and take action on key information in real-time from virtually anywhere. Receive notifications via SMS text messaging on a cell phone, Windows Mobility Enabled device such as a Blackberry, an iPhone, email or a web browser.

## Providing Solutions to Real Business Problems

Restaurant Manager focuses on critical business issues facing today's restaurant owner. With Restaurant Manager you get the fully-integrated functionality to solve the business issues, as well as the expertise and understanding to meet your unique needs and goals.

Business Need/Goal	Alerts Can Inform You When
Prevent potential theft	<ul style="list-style-type: none"><li>■ The number or amount of voided checks exceeds your set threshold.</li><li>■ The number or amount of deletions on a guest check exceeds your set threshold.</li></ul>
Improve customer service and speed table turns	<ul style="list-style-type: none"><li>■ A table remains inactive for more than a set period of time after being opened.</li><li>■ A table remains inactive for more than a set period of time between the check being printed and settled.</li><li>■ A table spends over a set amount allowing you to pay a personal visit.</li></ul>
Better control costs, especially labor and overtime	<ul style="list-style-type: none"><li>■ An employee's weekly hours worked exceed a set threshold.</li><li>■ An employee's daily hours worked exceed a set threshold.</li><li>■ Your total labor cost exceeds a set threshold.</li><li>■ Your labor cost as a percentage of sales exceeds a set threshold minimize server mistakes.</li></ul>

## The Functionality You Need

Restaurant Manager's Alert capabilities dramatically improve your ability to access critical information at any time via multiple communication channels. Using an internet browser, email, SMS text messaging or even a Windows Mobile enabled device you have at your fingertips a view into the restaurant's operations.

**Setting Alert Parameters:** You set what alerts and information to receive, as well as when and how to receive them. Have alerts on labor costs sent during your busiest hours, escalate notifications that are not acted upon up your management chain or even receive and access nightly reports from home or on your PDA...you make the rules.

**Receiving Notifications:** Restaurant Manager allows you to select from multiple types of communication channels when deciding how you would like to receive alerts.

[more>>](#)

## Enhance Productivity

Receive & act on important information in real-time.



## Real-Time Alerts

(Optional Service)

[www.rmpos.com](http://www.rmpos.com)

- Email – Have alerts, reports and requests sent via email and easily access via an internet browser or PDA.
- SMS Text Messaging – Use your cell phone to instantly receive alerts and notifications via standard text messaging.
- Windows Mobility and Smart Phone devices – From a PDA, Blackberry, iPhone or similar device you can receive and act on alerts, reports and requests from virtually anywhere.

**Other Types of Notifications:** In addition to real-time alerts you can receive notifications related to other restaurant activities and operations. Here are just a few examples:

- Reports – Receive reports on labor-to-revenue ratios, top performing server staff or overall restaurant performance. You can have these reports sent via email, or even access them from your PDA or iPhone providing the ultimate in mobile capabilities.
- Server Requests – Quickly and easily act on server requests for voids or deletions from wherever you are. Servers no longer have to spend time tracking down a manager on a busy night, but rather send a request to a manager's mobile device.

## Restaurant Manager Tips

1. Combine built-in Promotions and Coupon capabilities with our optional Loyalty Club to improve customer satisfaction and provide a truly robust program sure to bring back existing customers and deliver new customers to your table service establishment.
2. Using real-time Alert capabilities you maximize the management impact of Restaurant Manager functionality. One way to use Alerts, for example, is to keep close tabs on employee hours worked and receive an alert when overtime is approached.