Restaurants Keep Beverage Inventory under Control with QUORiON & GASTRONET

A garden with a couple of chairs in the hotel alley, behind it a well maintained historical building: the locals need no house number, because all Bernese know where it is... Located in Bern, Switzerland, this Art Nouveau local favorite evokes a feeling of 1890s Paris.

The restaurant in question has been a family business since the early 20th century. The current owner, who also owns an IT consulting company, was instrumental in using QDriver to connect various software packages and peripheral devices, thereby contributing to the continuous feature expansion of the QMP POS software.

Business Profile

Service is efficient and tables are spaced far enough apart to allow a feeling of privacy. There are two separate dining rooms and a handful of sidewalk tables set behind banks of potted geraniums.

Since its inception the restaurant encountered many of the same challenges that any hospitality business faces. To illustrate, permits and branding are all crucial to operations. They handled all of these issues with relative ease - except of one vital aspect. Control of alcohol and beverage inventory, a vital component of profitability, proved to be the biggest challenge.

With a capacity of 50 persons it's understandable that the occasional beer, shot, or glass of wine goes away "on the house." Yet, when staff repeats such action hundreds of times per month, the costs add up sooner than one would expect. After the new family generation took over the business, the restaurant was making a profit, but the owner increasingly felt that they should turn a much larger profit than the reports indicated plus expressed a desire to increase operating efficiency. This is where the QUORiON QTouch PC POS and GASTRONET's beverage control systems came in.

The point of sale and beverage system installed consisted of the following:

- **1 QTouch PC POS System**
- **1 Combination Receipt Printer, Epson TM-H6000 III**
- **1 Kitchen Printer, QPrint Matrix with LAN-Interface**
- **1 QProg + QDriver / Backoffice**
- **1 GastroNet Kombisäule AS/6**
- **1 KMC-T Coffe Machine-Controller**
- **Coffee Machine Cafina**

The GASTRONET system was installed through a one-day process that included weighing and counting all beer, wine, and beverage bottles to establish a stock baseline. Management then

entered that data into QUORiON's QMP POS Software, which ran on their QUORiON POS systems. The owner subsequently used QDriver to connect all POS data to the back-office system they had in place.

Note: QDriver was designed to export all information from QUORiON POS systems and make it available for 3rd party software packages.

How it Works

GASTRONET's liquor dispenser makes use of a specialized, magnetic bottle sealer to only make specific amounts available such as 2cl, 4cl, etc. These cap-off the tops of bottles and dispense the desired amounts from them, which management programed in advance for each bottle. The system supports up to 5 different quantities. Moreover, it provides the option to save a multitude of mixed drink recipes to support the bartender's creativity and therefore offer additional sales opportunities.

„Installation was a snap, literally, because all you had to do is snap-on the sealant tops to the liquor bottles. Thereafter, we programmed the available quantities customers could order and the system dispensed the correct amount per transaction, "the owner explained.

Likewise, the KMC-T Coffe Machine controller with its CCI/CSI-Interface was easy to install. It controls all coffee machine dispensing and servers as a bridge between the POS system and the coffee machine.

Operation

During operation the service team dispensed the beverages directly at the GASTRONET terminals through direct input or by entering the table number without any previous transaction entry on the POS system. The GASTRONET terminals then automatically sent the beverage data to the QUORiON POS system and booked the transaction on the open receipt. The system prevented any dispensing without an open receipt or table number.

Thereafter, the POS system tracked the sales volume and exported that information into their back-office software, which management then tapped to track beverage inventory from the previously established baseline.

Preventing Shrinkage & Enhancing Efficiency

"Once we installed and integrated the QUORiON QTouch PC with GASTRONET's beverage dispensers, we immediately eliminated over pouring and employee theft, bringing about an instant improvement in profitability," the manager asserted. "In retrospect service staff never realized how adversely a free drink or double shot for the price of a single affected the restaurant's bottom line!", the owner added.

Furthermore, thanks to the QMP POS Software and QDriver, management no longer had to count bottles and cases on a weekly basis, because everyone was now aware of the stock level they had on hand. "This has left me with way more time to focus on running both of my businesses," the owner triumphantly proclaimed.

For information about the complete line of QUORiON Point of Sale solutions, contact QUORiON Data Systems, An der Klinge 6, 99095 Erfurt, Germany.

For online product information, visit QUORiON's web site at www.quorion.com.