



Maitre'D®

Software that serves you better

"Harlequin chose Maitre'D for its ease of operation, reliability and support infrastructure"

- Bindi Bhumbra, Director of IT, Harlequin Leisure Group

Harlequin Leisure Group

Europe's Largest Indian Restaurant Group Uses POS to Increase Revenues and Table Turnover

Challenge: Master sales and processes across multiple restaurants

Based in Glasgow, Scotland, Harlequin Leisure Group is a growing enterprise with 17 restaurants, 350 employees and an annual turnover of more than £12 million. For Bindi Bhumbra, the goal of any POS system is simple: "Increase profits and sales."

"Our objective," says Bhumbra, "is to streamline processes and procedures in all our restaurants, from above store reporting to general point of sale operations in each restaurant."

Solution: Maitre'D has features and support services Harlequin needs

Harlequin considered alternative options before choosing the Maitre'D for "its ease of operation, reliability and support infrastructure" says Bhumbra. The latter was an especially important factor. The closest support services the other systems offered were in England; Maitre'D offered local support in Glasgow itself.

Overall, Maitre'D also fit with Harlequin's long-term IT plans. "IT plays a more important role in operations," Bhumbra explains, "as we use more tools like online reservations, and online ordering of takeaways and home deliveries."

Results: Faster turnovers, more up-sells, superior reporting

"There are undoubted benefits to using Maitre'D," says Bhumbra. Through the wireless POS features, for example, managers have been able to use the system as an up-selling tool to increase sales revenue and table turnover. Bhumbra adds: "Maitre'D's advanced reporting features give us the detail we need on all of our stores to ensure continuity. Through the reports, Harlequin is able to analyze sales by dishes and historic orders. For example, we used the data to prep the right dishes during a busy weekend when a chef failed to appear for work."

