



Maitre'D®

Software that serves you better

"As we grow, Maitre'D gives our franchisees the confidence that they have a great system"

- Jay Hochenedel, Director of Operations
at Pancho's Franchise Corporation

Pancho's Mexican Grill has chosen Maitre'D software suite to streamline operations in their 56 locations within 17 states. The restaurant chain, based in Coralville, Iowa, with plans on entering California, New Jersey, Virginia, and Georgia in 2008.

Pancho's is a fast-casual chain that is expanding at a tremendous rate in the USA market. Mr. Jay Hochenedel, Director of Operations at Pancho's Franchise Corporation was looking for a POS system that would enhance the efficiency and profitability of their operations. He states: "Total cost of ownership and ease of use were key factors in selecting Maitre'D. We have been using the Maitre'D system for several years now, and it has not failed to deliver on these benefits."

Mr. Hochenedel explains: "Maitre'D gives our franchisees the confidence that they have a great system. We were able to configure Maitre'D to be simple and streamlined. We pride ourselves on being simple and wanted the same out of a POS system; training is very quick and easy and allows a new crew member to get up to speed quickly". Moreover, Maitre'D is known for its versatility, and its wide reporting capabilities, therefore helping its customers in better managing their operations and staying ahead of competitors. Mr. Hochenedel adds "I think that the reports center is great. It allows us to analyze just about anything possible".

Pancho's has been using Maitre'D for several years, and they are confident that Maitre'D will keep on being a valuable partner throughout their expansion. Mr. Hochenedel says "I think Maitre'D has been a strategic addition to our concept. As we continue to grow, we will utilize more and more of what it has to offer".

Pancho's System

Pancho's is using Maitre'D's Inventory and Time & Attendance modules to help control food and labor costs in all of their locations. They are also using the integrated, PCI compliant credit card processing offered by Maitre'D, as well as its gift card interface. Pancho's system implementation, sales, training and support are all provided by an authorized Maitre'D Reseller for the area.

Pancho's Mexican Grill

