



Maitre'D®

Software that serves you better

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- Denis MacCann, general manager of Hotel Indigo

Hotel Indigo Restaurant Limelight Bar & Grill

Hotel Indigo Restaurant in Glasgow Relies on Maitre'D POS System Supports Limelight Bar & Grill Success

The transformation of a vacant 19th century building into a contemporary boutique hotel in the heart of the Glasgow financial district is a modern success story built on a solid appreciation of history. Originally constructed in 1892, the former Italian Palazzo-style building on the corner of Waterloo and Blythswood Streets was home to the city's first electric lighting station. Swept up in the Art Deco & Beaux Arts movement, the building underwent substantial changes in 1930. Today this gracious Victorian structure is home to Hotel Indigo and the Limelight Bar & Grill, providing first-class accommodations, dining and service in a luxury environment, while honouring a rich historical past and offering customers every modern amenity.



Proven Value

Long before opening its doors to the public, the Hotel Indigo management knew which POS system they would be using in the Limelight Bar & Grill. "We had used Maitre'D for years at La Bonne Auberge, another Glasgow restaurant, very successfully," says Denis MacCann, general manager of Hotel Indigo. "We were more than satisfied with the system, features and support. There was no question in my mind that we would work with Maitre'D at Hotel Indigo."



From online reservations and the restaurant diary, to inventory management and detailed sales analysis tools, the Limelight Bar & Grill takes advantage of numerous system features to successfully manage restaurant operations. "Maitre'D works extremely well, is easy to use and provides everything we need," notes Mr. MacCann.

Inventory & Shrinkage Control

In any restaurant, managing inventory and controlling shrinkage can make the difference between profit and loss. A POS system that offers opening inventory, sales and counts at the end of each shift for kitchen and bar stock; as well as solid pour-cost data provides the necessary tools to tighten up control and build profits. "Our inventory control is guided by the reports we receive from our Maitre'D system," says Mr. MacCann. "From the kitchen to the bar, we can track inventory levels in real time. This has been a great asset. It's been key to helping us drive the cost of sale by a comfortable 3% on our gross margin."





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Back-Office Operations

Handling back-office duties is another area where Limelight Bar & Grill management relies on Maitre'D. "From developing schedules to detailed sales analysis, the system gives us what we need to manage operations proactively and strategically - helping us save time as well as money," says Mr. MacCann.

Quality, support and flexibility provide the bottom line in the successful ongoing relationship between Hotel Indigo and Maitre'D. "We appreciate the package flexibility as well as the excellent support we receive," concluded Mr. MacCann. "We frequently recommend Maitre'D to other restaurant and bar operators based on overall quality. We've been entirely happy with the system's performance."

