



# Maitre'D®

Software that serves you better

*"Now tables get turned faster, while servers spend more time with the customer than at the POS and it is the biggest, external positive change from the implementation"*

- Ahmed Chaaban, Owner at Le Mile Public House

## Le Mile Public House

### Le Mile Public House Launches Successfully Maitre'D Provides Unparalleled Ease of Use

New restaurants need to be well prepared and begin doing well immediately in order to be profitable. Le Mile Public House, located in a picturesque suburb of Montreal, has been described as a nice, cozy pub that somehow combines being cool and trendy with also having a homey feel. With a wide variety of beer and other beverages, the menu offers casual, yet sophisticated, choices.

### Simple to Operate

The one topic that continuously comes up when discussing Maitre'D and Le Mile Public House is how easy the system was for them to set up, implement and use. An unexpected and pleasant surprise for management was that it was such a trouble-free installation. After the installation, the restaurant's management was thrilled with the system's stability and reliability. Another important feature of Maitre'D is how it is 100% customizable. Ahmed Chaaban, Owner at Le Mile explains: "Prior to installation, Maitre'D surveyed how we operate during slow and peak times, took our business goals into account, and configured the system accordingly. This has made it easy to train new users on the system; it literally takes staff 5-10 minutes of training to pick up the essentials."

### Reporting & Controls

Another key reason that Le Mile Public House was eager to implement Maitre'D is the reporting features. The main reporting features that this restaurant values is the ability to email reports on a daily basis, because the owners run several restaurants and are not always on site. Le Mile Public House also has an extensive beer list and other liquor selections, a key feature is how the system connects the beer and liquor control counters. Mr. Chaaban says: "This allows us to be able to monitor the beers poured compared to the beers registered in Maitre'D. This way, we can see if the staff is over pouring on beers or if there is theft and helps us save on liquor costs." Another integration plus is the way that Maitre'D links with online scheduling and online reservations systems, which Le Mile may decide to implement in the future.





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### #1 Key Measure - Service

As a new player in the Brossard dining scene, Le Mile Public House needed to have exemplary service. As restaurateurs know, hiring and training an excellent staff are important components to first-rate service. However, one of the main customer satisfaction goals realized from implementing Maitre'D was to improve the speed of service. "Now tables get turned faster, while servers spend more time with the customer than at the POS and it is the biggest, external positive change from the implementation" adds Mr. Chaaban.

How did the management team at Le Mile Public House know that Maitre'D, installed on Touch Dynamic workstations with Star printers, was the correct choice for their restaurant? Chaaban explains, "We did a lot of research before selecting our POS. We picked Maitre'D is because we knew that we would get good software support and, that software is always being updated with new features and fixes. Another reason we selected Maitre'D was because of the report center and all the available reports."

