



Maitre'D®

Software that serves you better

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- Staci Molzahn, Neighborhood Grills

Neighborhood Grills

Neighborhood Grills Implements First POS System Successfully

Maitre'D Provides Restaurant Group with Valuable Benefits

Neighborhood Grills is a group of five full service casual and family-oriented restaurants that also offers a full bar. These family-friendly neighborhood establishments aim to be approachable with easy to understand and varied menus. Neighborhood Grills restaurants have often been described as fun, local gathering places in the Seattle area.

Security Features

One of the most important reasons for Neighborhood Grills to implement the Maitre'D POS system was to receive vital security features. Maitre'D provides secure transactions that are approved in 2-3 seconds, ensuring faster turnaround and increased guest satisfaction. One more aspect of security is the magnetic card reader utilized for employee login, increasing employee accountability. In addition, an additional security feature is the control that the restaurant has with the flexibility of employees being able to deposit from their work stations. This feature will reduce the amount of cash control issues and will also ensure more accurate financial transactions.

Sales Reporting and Tracking

Another key reason that Neighborhood Grills was eager to implement Maitre'D is the reporting features. With five restaurants within its group, it is very important to keep up-to-date on each restaurant's operations. While many reports are helpful, such as reports that measure individual employee performance to tracking a promotion's results to determining sales by category or menu item, Neighborhood Grills was most interested in the security feature that allows you to audit systems. As Staci Molzahn of Neighborhood Grills says, "It is the number one report I use."

Being able to proactively plan for and forecast sales allows Neighborhood Grills added efficiency, streamlines scheduling, increases planning effectiveness and in general run a more cost-effective operation.

More Efficient Collaboration between Kitchen and Servers

An additional area of importance is Maitre'D's overall ease of use. "Installation went well, our staff adjusted quickly and the introduction of this system has increased productivity with kitchen and service timing," adds Ms. Molzahn.

"When we evaluate the implementation of our initial POS system, which is Maitre'D, the biggest positive change for our restaurants that we are the most pleased with is its ease of use and the time savings in both service and the kitchen operations," concludes Ms. Molzahn.

