

# CASE STUDIES – CARMEL’S BAR AND GRILL



Carmel's Bar & Grill, a unique restaurant in the picturesque McLaren Vale SA, presents an ever changing menu focusing on flavours to compliment their extensive wine selection. With a philosophy centered on quality, zest and freshness and a commitment to utilize the best local produce, it is hardly a surprise that Carmel's is swarmed with cheerful patrons for lunch, dinner and all things in between 7 days a week.

In order to help staff keep up their standard of service at all times, owner Carmel Sullivan needed to move to a POS system that was worked hard, yet wasn't hard to work on.

*"The previous system was so un-user friendly; it was not easy to change pricing, add items, change items and archive items. But with Vectron, all this can be done very quickly and we have trained new staff to use it in less than 15 minutes."* – Carmel Sullivan, Owner of Carmel's Bar & Grill.

State of the art touch screens and intuitive screen flows and graphical table layouts helped speed up day to day transactions and other operational tasks, which instantly boost staff productivity.

*"Changing prices, descriptions, where an item prints and the number of copies is all made easy with this system. Orders are directly sent to the kitchen as soon as they are entered on the system."*

Vectron's restaurant POS has an extensive back office in place, which can do as much or as little as your venue requires. Reports can be automated and customized to a format most suitable for you. Archived data helps look up past sales and other product information.

*"Out of all the reporting options, we use the 7 day, till balance and product sales reports. History kept on the system is also good for tracking any operator transaction errors or incorrect charges."*

Vectron 's offers end to end installation process with system set up, training and ongoing support. With a wide choice of hardware and software under one roof, solutions can be tailored to suit each venue's operational requirements and budgets.

*"Vectron's support is very reliable. All queries, however minor, have always been answered within 24 hours."* Said Carmel.

