

# CASE STUDIES – SMALL PLATES - ELTHAM

With a menu designed for sharing this newly opened small tapas restaurant & bar in Eltham is creating unique food options for their clientele. And judging by the reviews on trip advisor, Facebook and others they are providing exceptional service, wonderful food and being embraced by the local community.

Small Plates has been created and is operated by siblings of the Sadiku family, from their desire of wanting to do something together in the industry they have grown up in and love. The family has long been associated with retail and fast food restaurants in the area and across Melbourne with gourmet deli's and various eateries - Eltham's The Burger Lounge, Bolton Street Deli & Liquor and many more. However this time they wanted to create something different that the local community deserved and would enjoy.

The owners have previously worked with Vectron but this time need a slightly different Point of Sale solution configuration. While service was paramount in all their venues this time table service and managing the many intricate orders to the kitchen and bar areas was a considering factor to their requirements. Other key requirements for system was to be able to efficiently deal with any issues operationally and make adjustments on the fly during busy periods and during

the early days. The team at Vectron were always on hand during the initial setup and opening to guide through ensuring everything ran smoothly.

CCTV through Vectron has enabled us to have a complete package for our point of sale and security measures in our business. With the right balance of equipment for a non-intrusive system, we are more than covered for internal and external security challenges. Coupled with our alarm systems, we can manage all our staff and any delivery requirements without jeopardising our business security.

“Thinking of opening a business, any size, speak to the team at Vectron and get the function and usability for all you needs without the fuss”, says Nuri Sadiku.

## Service type

Dine in only at this stage though takeaway is being considered for the next level of expansion of our business..

## Equipment

3 Terminals – 1 with printer for ordering and 1 with printer and cash drawer for ordering and payments, 1 Tablet – at table ordering, 2 kitchen printers.

