

Customers waiting too long?



Get Courtesy Alerts



Intelligent Notification for Operations Real-time Management - Exclusively from SoftTouch POS

INFORM™ (Intelligent Notification For Operations Real-time Management) is the most comprehensive and integrated alerts technology in the restaurant industry.

Customers shouldn't wait, and with our innovative INFORM™ technology, they never will. INFORM™ (Intelligent Notification For Operations Real-time Management) monitors virtually every aspect of your business to ensure peak operation efficiency. Beginning with customer presentation, INFORM™ notifies

staff and management via text pager when customers have gone unattended for too long. For example, if a customer does not have a drink order posted within five minutes of being seated, the assigned server and/or manager is notified via alphanumeric pager. Moreover, INFORM™ intelligently ensures that the wait staff provides adequate courtesy table visits, without overloading the server or intruding on the customer. All of the information captured by INFORM™ is relayed back to the SmartHost station to provide real-time operational feedback.

Food getting cold? Never again - INFORM™ notifies the wait staff or food runners when food is ready to be served. INFORM™ makes this task effortless by printing bar codes on the kitchen tickets. The chef simply scans the order ticket when placing the food up. Moreover, the server

scans the same ticket to indicate that the food is en route to delivery. This valuable data is the basis for essential time-study reports that highlight operational inefficiencies.

INFORM™ also provides essential real-time business analysis information. At your busiest hour, do you know which tables are making money or losing money? INFORM™ automatically notifies management about tables that fall below preconfigured revenue thresholds during peak periods. Additionally, the assigned wait staff is also sent text messages indicating up-sell items statistically matched to the purchasing habits of the seated party. And the ever-minded labor/sales quotient is instantly sent via text message to management when it drops below your preconfigured threshold. No more running labor/sales reports throughout the day.

All of the INFORM™ alerts are completely configurable. INFORM™ is the new standard in real-time operations management. With INFORM™, you can actually fix problems BEFORE they happen.

