



# iVend Hospitality

Point of Sale & Hospitality Management Software

Designed to Optimise Food & Beverage Operations

BARS | NIGHTCLUBS | RESTAURANTS | CAFES | FINE DINING | QUICK SERVICE

# Hospitality Point of Sale Designed For Today's Competitive Atmosphere

## Point of Sale that runs just as proficiently as your staff

From managing guests, to handling detailed orders, running an efficient kitchen, reservations, table management and staff, food service operators are constantly juggling. Still, guests expect quality, consistent, error-free customer service. Keep pace with a system that is easy to use, train new staff and quickly transact.

## Point of Sale that delivers on diner expectations

Customer expectations are at an all-time high, but also, consumer behavior is also simply changing. And that can have a profound effect on what establishments flourish. Operators need reliable solutions that support them in engagement of customers — maintaining the quality of food, service, and atmosphere, as well as directly responding to customer concern in real time.

**Leading food and beverage industry professionals are looking for IT solutions that deliver the tools they need to keep up with the many emerging changes in the industry.**

**Hospitality profitability demands a flexible, enterprise class Point of Sale system. *Is yours up to the task?***

## Point of Sale that helps you make smarter business decisions

Your menu is the last thing a guest sees before they make a transaction. It shouldn't be hastily thrown together. Get better insights from your entire enterprise and benchmark across all locations with analytics reporting that provide accurate inventory and purchasing data, giving restaurant owners more control over their food and beverage costs.

## Point of Sale that help you grow

With rapidly changing customer preferences and the need for more convenient options, foodservice cannot remain stagnant. Food businesses need scalable solutions that grow with them and innovation in a fast-paced industry that keeps them ahead of the competition.

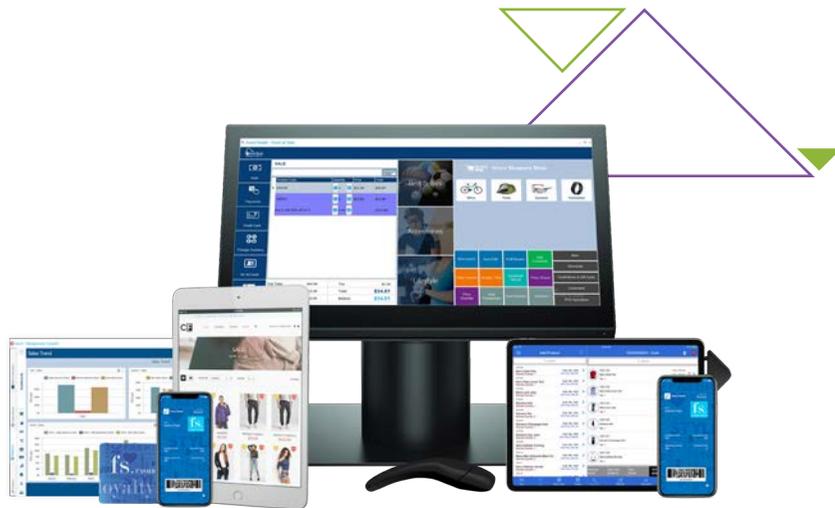


# Integrated Omnichannel Solutions for Retail & Restaurants

**iVend Retail** has helped retailers in over 85 countries, and now restaurateurs and foodservice operators, optimise business operations enabling more time to focus on what really matters – cultivating customer engagement and capitalizing on consumer trends.

**iVend Hospitality** is the Point of Sale solution designed to optimize food and beverage operations. Whether you run an elegant table service restaurant, a chain of busy cafes, a quick service establishment or cafeterias, iVend Hospitality is the solution for you.

iVend Hospitality is a stable, secure and integrated enterprise-class solution specifically designed to run your retail and hospitality business in one, integrated system.



## Secure

PCI compliance ensures credit card data is transmitted legally



## Enterprise Class

Stable, Secure and Integrated applications



## Offline/Online

Take orders, process credit cards, and open cash drawers even without WiFi

# iVend Hospitality: A Fully Integrated, Hospitality Management Solution

## Optimise Food & Beverage Operations

Give your employees a Point of Sale & Hospitality Management Solution to ensure fast, quality service with a multilingual POS system designed to cater to the unique requirements of restaurants, bars, nightclubs and cafes of all sizes. Improve your guest experience, reduce the time to take an order, create menu flexibility, decrease operational costs and access the data points that allow you to focus on crafting a unique dining experience.

## For Front of House

iVend Hospitality provides a flexible and easy-to-use POS system to manage front of house operations, including ordering, table management, and reservations system.

## For Back of House

Streamline kitchen communications to ensure correct and speedy customer order preparation with built in Kitchen Order Tickets (KOT) and KDS system integration, recipe and meal plan management.

## For Head Office

iVend Hospitality integrates with leading ERPs to seamlessly align data from the POS to the general ledger, maximizing visibility and business insights from across the enterprise.

## For Retail and Hospitality

*Do you also have retail stores?* Then iVend Retail is the ideal choice. The system is specifically designed to run your retail and hospitality businesses seamlessly in one single system, quickly and efficiently powered by the comprehensive, omnichannel management capabilities in iVend Retail.

## Designed For Restaurants Like Yours



Bars



Pubs



Fast Casual



Nightclubs



Fine Dining



Cafés



Quick Service



# POINT OF SALE

Enable front of house staff to deliver superior customer experiences

iVend Hospitality Point of Sale (POS) is designed for different types of hospitality establishment, from bars to pizzerias, nightclubs, fine dining, cafes, quick service and more.

RIGHT FROM THE POS, SERVERS CAN:

- Send orders straight to the kitchen
- Give information about menu items, allergens
- Check and update the status of orders and tables
- View kitchen and bar order preparation status
- Process payments
- Split bills manually, by seat, course, product group or evenly
- Register customers into the loyalty program
- Increase sales with upselling and cross-selling suggestions
- Issue coupons and gift cards
- View meal deals and special offers assigned to their location from head office



# TABLES AND GUESTS

Manage your tables accurately to offer customers seamless dining experiences

## Table Management

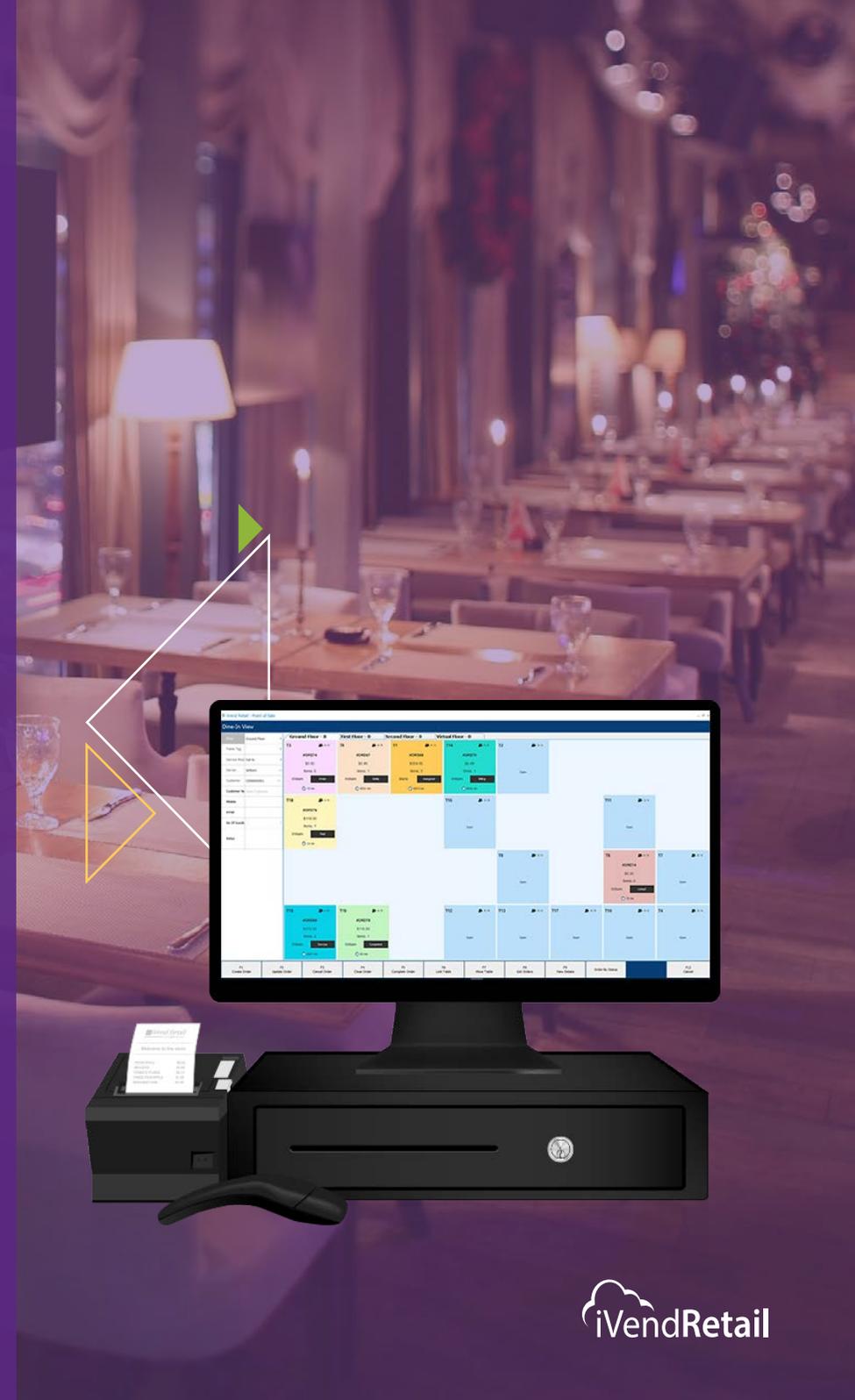
- Optimise seating and table turnover with a table status allowing waiters to see:
  - Current table occupancy chart in tabular format
  - Visual table layouts in sections for quick seating arrangements
- Improve overall customer dining experience with:
  - Easy to view table status color-coding based on service modes
    - Assigned, Open, Service, Settle, Paid
  - Time counters on dine in to identify and address unattended tables
- Move and merge tables and orders at any point during the order process
- Link bar tabs / virtual tables to actual tables when parties are seated

## Reservation Management

- Accommodate future parties and easily manage reservations based on selected time blocks
- Communicate with waiting list customers via SMS or email
- Send reservation notifications to customers and restaurant floor managers

## Service Management

- Ensure that orders have been promptly sent to the kitchen
- Time-control courses and ordering to optimize service
- Remote notify kitchen staff of order items to be prepared
- Assign seat numbering to simplify and expedite serving
- Link pagers to order line items to simplify service in busy food service outlets



# STREAMLINE KITCHEN COMMUNICATIONS

## Eliminate service errors with two-way communications

- Send orders directly to the kitchen display system (KDS) and help the front and back of the house become more in sync
- Two-way communication between kitchen and front of house, from POS to KDS, alerts kitchen staff when orders come in and update front of house staff when orders will be ready
- With an offline mode that lets you take orders even without the Internet, you never lose an order
- Real-time order tracking provides full visibility of preparation timeline to servers
- KDS ensures that orders are sent to the correct display stations according to setup data. Restaurants can increase or decrease the number of stations according to their needs or print Kitchen Order Tickets (KOT) on assigned individual printers within the kitchen
- Expedite screen displays all items sent to the kitchen and is used in conjunction with the KDS, to provide floor managers with visibility of all items that are awaiting completion

Order #	Item Name	Qty	Order Status	Server	Customer	Paper #	KOT #	Status
<b>Order # 08065 Eat-In Order Table: T10</b>								
Pasta	Eat-In	1	9895 min	William	Robert		287	Ordered
Tomato Soup	Eat-In	1	9895 min	William	Robert		321	Ordered
Slider	Eat-In	1	9895 min	William	Robert		288	Ordered
Cheese Balls	Eat-In	1	9895 min	William	Robert		322	Ordered
<b>Order # 08079 Eat-In Order Table: T11</b>								
Puffs	Eat-In	1	1 min	William	Cash Customer		302	Ordered
Tomato Soup	Eat-In	1	1 min	William	Cash Customer		318	Ordered
<b>Order # 08080 Eat-In Order Table: T12</b>								
Pasta	Eat-In	1	1 min	William	Cash Customer		301	Ordered
Veg Sandwich	Eat-In	1	1 min	William	Cash Customer		339	Ordered
Slider	Eat-In	1	1 min	William	Cash Customer		304	Ordered
Nachos	Eat-In	1	1 min	William	Cash Customer		340	Ordered



## CENTRALIZE MENU PLANNING

### Adjust menus based on past sales and reduce waste with accurate inventory practices

- Add and manage recipes from head office, assign preparation times and ingredients
- Plan menus and control costs by using the system to calculate the quantity of ingredients needed
- Offer customers the option to customise food orders, such as for allergens

## SET PRICING & OFFERS

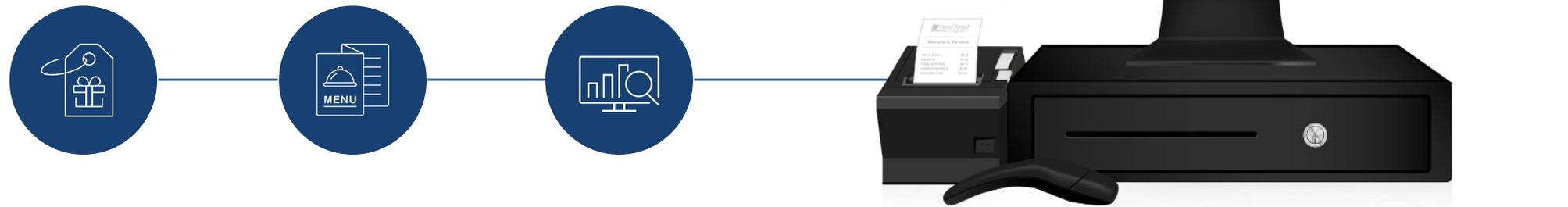
### Define promotions by location, time or customer loyalty level

- Set offers and promotions centrally at head office and roll out across selected locations
- Send out pricing modifications across all POS terminals simultaneously
- Set variable pricing based on the following parameters: time, locations, loyalty level
- Support for a wide range of promotions and offers, including BOGO, category discounts

## ENTERPRISE LEVEL CONTROL

### Features that allow access and reporting for multiple locations

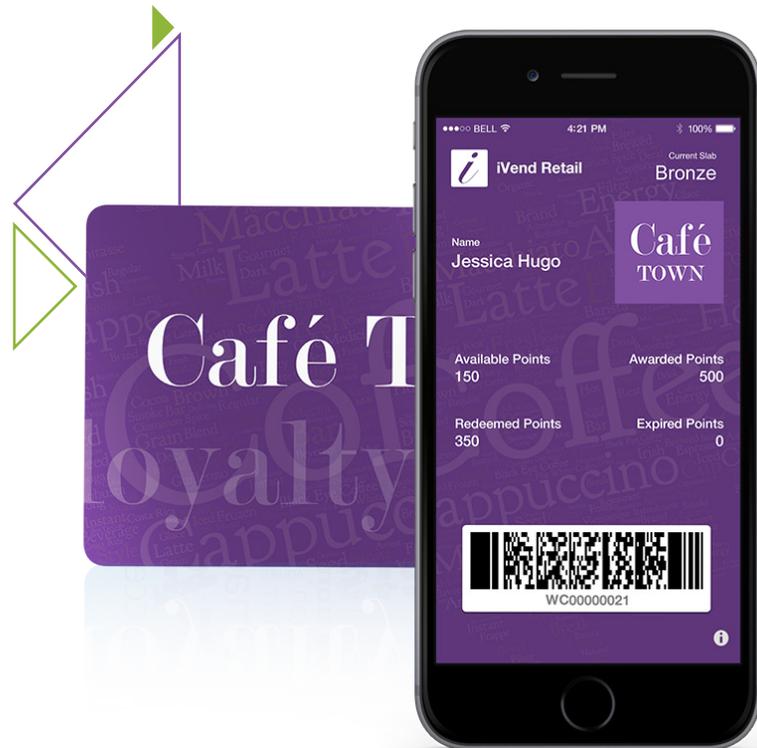
- Maintain a consistent experience between all restaurants
- View sales overall and drill down into each restaurant, make menu changes with prices with product master management
- Access reports on restaurant sales, loyalty programs, gift cards, online ordering, inventory and menus
- Compare productivity, sales of specific items, and other key metrics between multiple locations or groups of locations to gain actionable insights
- Track sales across the entire business or drill down to specific locations or groups of locations and view data in real-time.
- Integration with the most popular restaurant software and capability to build custom integrations and APIs



# Attract More Loyal, Repeat Customers

## Turn casual customers into regulars and loyal patrons

- Offer a mobile or print loyalty card program
- Easy loyalty enrollment at the POS or online so customers gain begin accruing points
- Offer loyalty program members exclusive offers and discounts
- Allow diners can use their loyalty points as a redemption payment method or to obtain discounts and special deals
- Gain diner insights based on habits and preferences to improve offerings
- Engage loyal customers with personalised marketing



# A Fully Integrated, Hospitality Management Solution



## FRONT OF HOUSE

- Easy-to-use POS
- Table & Reservation management
- Order processing
- Loyalty benefits at POS
- Multiple payment types
- Quick checkout
- Transferring and joining tables
- Quick bill splitting
- Quick modifier item orders
- Quick bill generation



## BACK OF HOUSE

- Restaurant Product Management
- Restaurant operation management
- Restaurant replenishment
- Receiving stock
- Stock counting and adjustments
- Sales history
- End-of-day statements
- Kitchen Display System (KDS)
- Kitchen Order Tickets (KOT)
- Expediter screen



## HEAD OFFICE

- Menu planning
- Recipes and ingredients
- Promotions and offers
- Price, offer, coupon and campaign management
- Dynamic hierarchy, attributes and other groupings of items
- Automatic and manual replenishment
- Quick centralized configuration of the POS
- Sales reporting and analyzing
- Vendor performance
- Finance, receivables and payables
- Loss prevention analysis
- Business Intelligence

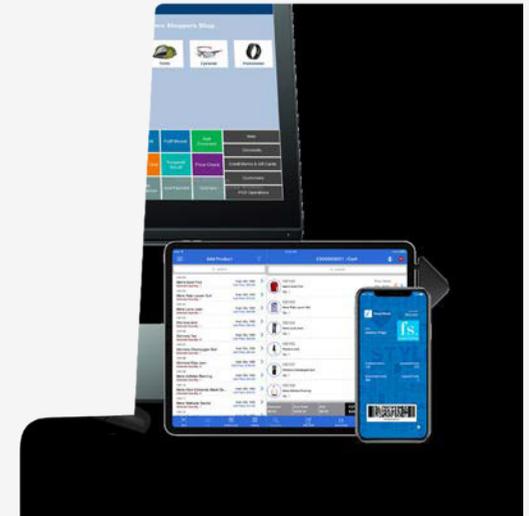


## CUSTOMER SERVICE

- Waiting list notifications
- Reservation notifications
  - Email
  - SMS
- Diner Loyalty Program
- iOS
- Android
- Print Cards
- Personalized offers and notifications
- Easy loyalty registration and access

# Get the most out of your restaurant technology

Contact us today for a no commitment demonstration of iVend Hospitality and to learn how to optimise your food and beverage operations.



## About iVend Retail

iVend Retail by CitiXsys is a cloud-based digital store platform for enterprise retail management. Our suite of integrated, omnichannel solutions empower retailers to provide exceptional customer experiences throughout the entire shopper journey. iVend Retail includes complete infrastructure and application management for head-office, back-office and customer-facing operations with software modules for point of sale (POS), mobile POS, customer loyalty, eCommerce, digital passes, retail reporting and analytics with out-of-the-box integrations to Magento Commerce, Sage 300cloud and X3, Microsoft Dynamics 365 Business Central, SAP Business One, S/4HANA and IS-Retail. Our solutions are available through a worldwide network of certified partners.

[www.e-rong.co.th](http://www.e-rong.co.th)

E-mail : [sales@e-rong.co.th](mailto:sales@e-rong.co.th)

Line official ID : @e-rongconsultants



Thailand : E-Rong Consultants Co.,Ltd.

Tel : 02-664-6588 | E-mail : [sales@e-rong.co.th](mailto:sales@e-rong.co.th)

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