



RESTAURANT EPOS GUIDE

taking care of your restaurant

harmony EPOS
SOLUTIONS
FOR RETAIL &
HOSPITALITY

harmonyepos.co.uk

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welcome to Harmony

As a restaurant professional, you offer an experience your diners will cherish. They will come back and also be advocates for your business.

Whether you are a fine dining or casual restaurant, a pub with food or a quick service operation, you know that in today's world, customer satisfaction means everything.

To aid your success, you must have an EPoS partner who cares about your business as much as you do – a partner with many years of experience supporting other fantastic operators just like you.

At Harmony EPoS we are passionate about our hospitality clients; as soon as you reach out, the magic begins - we will guide you through the whole process, from analysing your menus and configuration requirements to installation day and ongoing support.

Installing or changing to a new system can be daunting and complicated; however, our EPoS experts will be there for you from start to finish and beyond.



TYPES OF EPOS

**With EPOS, 'One size fits all'
is a dangerous myth!**

Providing different systems for varying requirements and budgets allows us to find the right solution for any business.

Whether you are looking for a Windows, Android or embedded system; interfacing to Kitchen monitors, table reservations, hotel PMS systems or online ordering; linking to stock control, time & attendance, mobile apps or accounts packages...

Harmony EPOS has you covered.



POWEREPOS

Unwell

SAM4S

MSD POS



COUNTER SERVICE

A counter service system is an EPoS Touch Screen on a counter or a bar.

These can work as standalone (for bars, clubs and cafes) or interface to other terminals and/or tablets (for restaurants & hotels).

A system must be configured for optimal simplicity and speed, whether for a bar, fast food operation, or when offering powerful restaurant features.

Feature examples:

- **Splitting bills by covers, items or seat** - you can even spit by quantity and portions.
- **Moving tables** - when moving tables, the kitchen is notified.
- **Sending a Starter with Main Courses** - Giving flexibility when orders are sorted by course.
- **Sending messages to the kitchen** - Using pre-set messages or free text.
- **Changing the Daily Specials** - Performed quickly on the point of sale.
- **Changing Stock Countdowns** - Allowing staff to inform customers when a dish is running low.



TABLE SERVICE

In the past, taking orders by pen & paper was the only option for table service; this was highly inefficient and costly for many reasons, including speed, reduced sales and missing items from bills.

There is an increasing desire to eat out and to be waited on; being served by cheerful waiting-on staff who can professionally and efficiently take their orders, no matter how 'complicated', adds to that enjoyment.

A Harmony EPOS configured tablet gives the waiting on staff the confidence to tackle any situation, whether it's answering a question about a dish, sending a Starter with a Main or informing a customer you are running low on a 'special', this can all be performed smoothly and quickly.

When a system allows you to operate with such ease, your profits will increase with efficiency savings and upselling opportunities.

A few tips to consider to facilitate a trouble-free table service system:

- Having a tablet which operates exactly the same as the main till will reduce training.
- Purchase a tablet that is not too bulky for staff to carry, or it will become redundant.
- Fit a shoulder strap to the tablet to prevent it from being dropped.
- Good battery life will mean it will last all day.
- Invest in a charging cradle – the tablet can be charged quicker and without damaging ports.
- WiFi – If required, add extra access points to give better coverage; these can also be utilised for your card payment terminals.
- Don't go for a system which is reliant on your broadband.
- Would an integrated card system that can take payments and print bills at the table benefit you?



BACK OFFICE SOFTWARE

Imagine being able to manage and monitor your EPOS system from the comfort of your office.

Back-office software will give you powerful reporting, enabling you to make important decisions based on your sales data. You may notice that although your business is performing well, there are certain areas that need your attention.

Sales dashboards with the ability to drill down to the raw data will allow you to have your finger on the pulse without consuming your valuable time.

Wouldn't it be great to make menu changes, while your business is open and have the option to send the changes immediately or schedule for a later date?

Modules include:

- Realtime Sales Analysis – with many reports available with date filter options.
- Reports include Financial, Groups, Product, Staff, Hourly, and Weekly Business.
- Realtime Stock Control allows product reports by SKU, stock movements, variance reports etc.
- Time & Attendance Reporting.



CLOUD SOFTWARE

In today's world, people expect to be able to manage their system from anywhere, whether it is making program changes or analysing sales and stock. A cloud system can replace or compliment back-office software allowing you to remotely log on to a web browser to manage your business.

Your EPOS system must continue to function if your broadband goes down. There are systems on the market where this is not the case, and you would struggle to continue making sales, which we believe is unacceptable.

Our systems will continue functioning, ensuring zero disruption until your broadband is back online.

Other advantages of cloud systems include:

1. Sales data is stored securely off-site – if your system ever fails, you will not lose historical data + if you require new hardware, you can be up and running very quickly by restoring your program from the cloud.
2. Subscription-based pricing keeps costs down + software updates occur automatically, allowing you to quickly benefit from new features.
3. Cloud-based systems are fully scalable, allowing you to manage multiple sites, with different requirements, from the same system.
4. Integrations are much more straightforward, giving the option to interface with accounts, table reservations and online ordering systems.



PAYMENT PROCESSING

Card payment technology has improved rapidly in recent years and continues to do so.

Interfacing a card terminal to your EPOS Touch Screen reduces costly mistakes and speeds up taking payments.

Card terminals can be set up as Pay-at-Counter, Pay-at-Table or BOTH simultaneously!

With some Pay-at-Table devices, you can print an itemised bill at the table using the printer in the card terminal. Then you can print or email the receipt to the customer.

Card terminals are much more robust now, utilising WiFi, Bluetooth and Mobile Data from the same device. This means you can still take payments if your broadband fails!



SECURITY

When purchasing an EPOS system, you need to know that you are in control with the flexibility to designate management functions to key staff.

As part of our setup process, we will ask who is allowed to do what.

You can also choose whether staff sign on to the system using a button, pin code, clerk card, magnetic Dallas key, RFID fob or fingerprint reader.

We will provide many tricks of the trade to minimize the chances of you losing money through shrinkage or operator mistakes.



KITCHEN MONITORS

A kitchen monitor system can be utilised instead of a printer.

A kitchen monitor system will give you access to real-time and historical analytics to help you improve your operations. With data visualisations and reporting, you can react on the fly, identify trends, and ultimately run a smarter and more profitable restaurant.

You can mark orders as released, arrived, fast-track and cancelled without setting foot in the kitchen.

Cut wasted time and movement between kitchen stations, save on material costs like printer ink and paper and slash errors with a smart kitchen monitor platform.

Users report lower ticket times, reduced table turn times, and increased throughput.



ACCOUNTS INTEGRATIONS

How much time do you spend entering the figures from your EPoS system into your accounts software?

HMRC Making Tax Digital has been designed to make tax returns and payments easier. Connecting to your accounts software means less data entry and increased accuracy for the accounting department.

We can integrate with Xero, QuickBooks and Sage, streamlining procedures, saving you valuable time whilst reducing mistakes.

xero

intuit
quickbooks

sage



TABLE MANAGEMENT INTEGRATIONS

There are many benefits to integrating your EPOS and Table Management System.

Every restaurant owner's main priority is to serve excellent food and provide outstanding service. A Table Management System takes reservations 24/7 with online booking functionality, allowing you to focus on what you do best, providing your diners with an experience to remember.

Two-way integration between your POS and Table Management System can relieve the pressure on staff by helping them manage bookings and walk-ins, maximizing covers, and improving service.

The integration can also give you valuable insights into the habits of your diners, allowing you to make data-driven decisions to improve your bottom line.



Benefits include:

- Increase exposure by reaching more diners.
- Accept real-time bookings from your website, Facebook, and Reserve with Google.
- Manage bookings and turn tables faster.
- Protect against no-shows by accepting card deposits.



ONLINE ORDERING

The integrations between EPoS and online ordering systems are becoming increasingly advanced; for example, you can often make menu changes on the EPoS system, and the changes, including pictures, options and allergen information, are 'pushed' to the online ordering platform, saving lots of time and reducing mistakes.

Integrations are available to Deliveroo, UberEats, Just Eat, OrderPay, or Mobo2Go etc.

Tickets from the ordering platform are sent straight to your EPoS system, reducing the outlay on additional hardware to cater for multiple systems.

Uber Eats

 deliveroo

 JUST EAT



ORDER AT TABLE

Take orders via app or web.

Customers scan a QR code or tap the Smart Disc on their table using their phones. The system then walks them through placing and paying for their order. All of this reduces stress for the customer and the time required from staff to ensure customers receive the service they expect.

Features like gifting, tipping and suggested pairing mean a smoother experience for them and more revenue for you.



CLICK & COLLECT

Take orders in advance with Click & Collect, saving you and your customers time.

Imagine taking additional orders whilst your business is closed or your staff are busy.

Online ordering is becoming a standard requirement for takeaways & restaurants, enabling customers to order meals from their favourite eateries @ their convenience. This avoids queuing and reduces the workload on staff.

Click & Collect systems enable you to offer a pre-order, pre-pay service for your customer, improving service, increasing repeat orders and boosting sales.

There are various ways to order, including Web, App, App Clip, NFC, QR code.

Orders are sent directly to your EPoS system and printed or displayed in the preparation areas.

Some systems allow you to increase the number of click & collect orders accepted during quieter times.



PAY & GO

Put simply, Pay & Go lets your customers order at their table via waiting on staff and then pay at the table, in under 15 seconds, by scanning a QR code.

Customers are still seated & served by your team, losing none of that all-important personal touch.

Adopters have seen 12x more tips when customers pay via their phones.

No need to download an app & no need for card readers – meaning a better experience for your customers & more covers served by your staff.



PMS INTEGRATIONS FOR HOTELS

Posting food & beverage sales to the guests' room automatically for settlement on checkout reduces costly errors and saves the time needed to manually update a reservation.

Benefits include:

- Convenience for the guest
- Simplify your internal processes
- Reduce errors where items are forgotten or incorrectly charged

Some systems support the sending of non-resident sales, which allows accommodation and the F & B split to be reported in the end-of-day report.

We have systems that integrate with Caterbook, Mainstay, RezLynx and more.



HARMONY SUPPORT

The support you receive from your chosen EPOS partner is just as important as your EPOS system.

When partnering with Harmony EPOS, we do everything we can to ease the transition, to your new system, for you and your staff.

We configure and test all hardware and software in our office, including, where required, migrating your data from your current system.

On install day, we stay with you for the whole day or until you are happy everything is running smoothly. We then arrange further training at a pace that suits you.

Priority is given to any minor hiccups that may occur in the initial week or two. You will continue to receive this high level of support as standard during the initial twelve months.

Toward the end of the twelve months, we offer a range of optional support contracts so you can either continue to receive the same level of support going forward or, if you prefer, we offer a software-only contract where you can pay as you go for any hardware problems.

Contracts give you peace of mind that you and your staff can reach out to our team at any time, whatever the issue.

Contracts can be paid monthly and can be cancelled at any time.

HOW WE WORK

Before we start any project it is important for both parties to establish that our businesses are a good fit for each other.

We do this by following the procedure below.

1. BOOK YOUR CONSULTATION CALL

Book a half-hour chat by clicking on any of the links in this guide, visiting our website, or calling our office.

2. CONSULTATION CALL

During your call, we will discuss your business requirements and any current issues you are experiencing in detail. We will explain how we can help and also make you aware if we cannot fulfil any of your requirements.

3. SITE VISIT

Depending on your requirements, a member of our support team may visit your premises to check any current system and infrastructure. This step can eliminate surprises and allow for a more accurate proposal.

4. DEMONSTRATION

Our demonstrations can be on-site or remote. Firstly we create a definitive checklist from the requirements already collated and add any if needed. We then run through the operation of the system, ensuring all required features on our checklist are covered. During this process, we will highlight additional features and integrations that may help improve your business's efficiency.

5. PROPOSAL

If we agree the demonstrated system is a good fit for your business, we will provide you with a detailed and transparent proposal.

The proposal will include:

- Site visit survey requirements and recommendations.
- Confirmation of existing hardware which we can utilise.
- Hardware
- Software
- Setup & Installation
- Support Options

6. INSTALLATION & TRAINING

The project manager will introduce themselves to you, provide a list of setup requirements, and discuss potential install dates. The system will be fully set up & tested at our office before installation, ensuring the minimum disruption to your business.

7. SUPPORT

Once you have your new system, our in-house support team will welcome your calls to ensure you hit the ground running. We will quickly assist you over the phone, remote support, or send a support team member to visit you on-site. Whether you have a question, need extra training, or the system needs tweaking, one of our friendly team has your back.

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- TOUCH SCREENS
- HANDHELD ORDERING
- CLOUD SYSTEMS
- STOCK CONTROL
- DIGITAL SIGNAGE
- CONSUMABLES
- SUPPORT

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