

Five reasons to replace printers in your table service kitchen

Table service operators have experienced an evolution in kitchen management. From the harried screaming of orders, to the use of cumbersome menu and order pads, to installing what was once regarded as the technology tool for efficiency — the kitchen printer. But successful table service operators need more. To proactively manage the store and improve quality, efficiency and profit, they need true automation with real-time data and reporting.

Today, the kitchen printer is no longer the only order communication tool available. Industrialized hardware along with software designed specifically for the table service environment can replace kitchen printers with monitors at each station in the kitchen. Many companies have already embraced this technology, resulting in cost savings, improved customer loyalty and increased revenue.

HOW IT WORKS

With an intelligent kitchen system, such as those offered by technology provider QSR Automations, customized kitchen views are displayed on monitors at each prep station and at a main station. Delay routing uses individual item

cook times so that all items within an order complete the preparation process at the same time. The software is meant to simplify kitchen management by allowing each menu item to flow to its corresponding prep station at the appropriate time. All changes made at each prep station are indicated at the main station, helping servers and managers quickly recognize the status of their orders without interfering with kitchen staff operations.

Once orders are fully prepared, they are automatically moved to the front of the main station screen, signaling front-of-house staff to make delivery. If an operator uses food runners, the system can automatically print an expeditor receipt with table numbers and seat assignments at order completion to avoid auctioning food at the table.

The system makes service timing and production data available. For real-time needs, the software displays cook times at a number of stations, tracking average item times at each prep station and average order times at the main station. Reports data, such as the average item times by prep station, can be used to measure the performance of back-of-house employees and identify top performers.

BENEFITS OF INTELLIGENT SYSTEMS

Here are the top five reasons operators should consider replacing their kitchen printers with intelligent technology.

1. Printers are expensive, especially for daily consumables and ongoing maintenance costs and fees. Kitchen video controllers, on the other hand, are built to reside in the harshest areas of the restaurant, minimizing repair and replacement. And there are no messy papers to deal with at the end of the night — or to replace during the busiest hour.
2. The use of kitchen monitors speeds order communication to the kitchen and eliminates the need to print and hang paper or call out orders from a central kitchen location.
3. Kitchen display software coordinates cook times and ensures all items within a single order complete at the same time. Using intuitive kitchen software takes the guesswork out of timing item preparation, and also facilitates the efficient training of new kitchen staff. With an intelligent kitchen system, all of the items in an order will come out together, ensuring high food standards and food safety and

eliminating the possibility that a customer could end up with a cold meal.

4. Printers cannot capture speed of service information, in real-time or for historical reporting. With access to food production and speed of service data, operators know where to focus for productivity improvements. A manager can compare volumes and average order times to labor data to determine if the store is using an accurate number of personnel for each shift. Or compare sales and revenue to speed of service data to determine if increased sales are turning into profit or being eaten away by operational inefficiencies.

5. A kitchen automation solution offers real return on investment. Table service operators can have access to data to improve quality, consistency, accuracy, speed and efficiency. Other advantages include reduced average ticket times and increased table turns. All of this equals improved customer satisfaction, the best payoff.

Salad

Table #	Entrée	Sub-Items	Time
4	Sm Salad	Beach	02:10
4	Lg Salad	Onion, Tomato, Blue Cheese	02:10
4	Lg Salad	Onion, Tomato, Blue Cheese	02:10
4	Lg Salad	Onion, Tomato, Blue Cheese	02:10
5	Sm Salad	No Tomato, Italian	00:20
5	Sm Salad	No Tomato, Italian	00:20
5	Lg Salad	Beach	00:20
5	Lg Salad	Beach	00:20

Grill

Table #	Entrée	Sub-Items	Time
2	Steak	Chopped Mushroom	05:05
2	Pizza	[Fried]Shed, Pop, Beef	05:30
2	Pizza	[Fried]Shed, Pop, Beef	05:30
4	Hamburger	[Fried]Onion, Lettuce, Onions	04:05
4	Hamburger	[Fried]Tomato, Lettuce, Onions	04:05
4	Pizza	[Fried]Mugle	02:50
5	Steak	Onion, Mushroom	01:01
5	Hamburger	[Fried]Jian	00:49
5	Hamburger	[Fried]Jian	00:49
5	Pizza	Xtra Cheese	00:20

Fry

Table #	Entrée	Sub-Items	Time
2	Fish Combo	[Fried]No Sauce	01:24
2	Fish Combo	[Fried]No Sauce	01:24
2	Fish Combo	[Fried]No Sauce	01:24
4	Ckn Sandwich	[Fried]Tomato, Lettuce, Onions	01:05
4	Ckn Sandwich	[Fried]Tomato, Lettuce, Onions	01:05
5	Ckn Sandwich	Tomato, Lettuce, Onions	00:14
5	Ckn Sandwich	Tomato, Lettuce, Onions	00:14
5	Fish Combo	[New]Xtra Sauce	00:14
5	Fish Combo	[New]Xtra Sauce	00:14

Expo

Table #	Entrée	Sub-Items	Time
1	Hamburger	+ Fries	01:46
1	Steak	+ Bake Potato	01:24
1	Ckn Sand	+ Cheese	01:05
1	Fish Combo	+ Cheese	01:05
1	Sm Salad	+ Fries	00:14
1	Pie		00:06

Courtesy of QSR Automations

PAVING THE WAY

Every year table service operators face more extreme demands — high turnover, increased competition and higher taxes, just to name a few. An inefficient kitchen operation simply cannot be afforded.

QSR Automations offers two solutions for complete kitchen management, including a new graphical kitchen application

that adds benefits such as menu cards and the flexibility to use visual cues meaningful to specific operations.

QSR's Ethernet video controllers are water and grease resistant with no moving parts. Most importantly, they provide operators the benefits of no single point of failure and automated fail-over protection.

According to Lee Leet, president and CEO for QSR Automations, "Our customers report a significant reduction in average ticket times — some more than 20 percent — and also cite increased kitchen capacity and store sales as key benefits, along with high customer and employee satisfaction."

The evolution of kitchen management has changed the face and pace of foodservice operations — with an intelligent kitchen solution in place, operators have access to a reliable solution that gives them the tools they need to maintain a competitive edge in today's ever-changing world of foodservice.

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Line Item - 05:02

Table #	Entrée	Sub-Items	Time
43	Steak	Lettuce, Onion, Tomato	01:46
45	Hamburger	Cheese	01:24
43	Lg Salad	Lettuce, Onion, Tomato,Pickle	00:45
43	Hamburger		00:45
43	Sm Salad		00:45
43	Lg Salad		00:45
46	BBQ Combo		00:14
46	BBQ Combo	Lettuce, Onion, Tomato, BBQ Sauce	00:14
47	Fish Combo		00:14
47	Steak		00:06
47	Ckn Sand	[Preview]	00:25
47	Pizza	[Preview]	00:25
47	Lg Salad	[Preview]	00:25
47	BBQ Combo	[Preview]	00:25

Steak Dinner

Recipe	Quantity
Grilled Sirloin (M)	1 (14 oz cut)
Steak Sauce	1
Carrot	4 - 6 pieces
Potato	6 - 8 slices
Parsley Leaf	

Assembly Instructions:
Assemble the Steak Dinner as indicated by the diagram. Sprinkle pieces of Parsley Leaf onto the potato.

Courtesy of QSR Automations