

the Quick Service

RESTAURANT

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Increasing speed

Sagittarius Brands utilizes software solution

by *Nicolle Fogleson and Fred Minnick*

Increasing speed is a goal for every QSR, and Del Taco implemented technology that does just that: QSR Automations ePic Kitchen Display Software (KDS). Henry Volkman, Del Taco's chief information officer, said Del Taco chose the software because it solved problems that other kitchen management software could not.

The typical Del Taco ePic KDS configuration includes five video stations, each displaying 10 orders, as well as real-time speed-of-service information. "And with the KDS, we have access to key speed-of-service information both in real time and for use in our store audits, which is extremely important to helping us meet our company objectives," Volkman said. "It's become a major part of Del Taco's new restaurant system's configuration."

In February, Del Taco was bought by Sagittarius Brands, which is the parent of Captain D's Seafood. Captain D's uses the KDS software, too.

"This transaction will enable both companies to expand their popular and successful concepts into new and existing markets at an accelerated rate, while at the same time allowing our franchise and company-owned stores to capitalize on the growing seafood and Mexican segments through multi-branding," said Ron Powell, president and chief executive of Sagittarius Brands.

Timely solutions

The add-on display feature of the ePic KDS helps back-of-the-house workers deal with a customer's ordering habits. If customers decide they want a baked potato instead of the fries or they want to add a few Cokes after they've driven from the speaker to the window, there is no need for confusion. The software re-displays the whole order, highlighting the changes without any hassle for the operator or the customer.

To reduce training time and mistakes, the KDS includes a sorting feature that tells the operator exactly in what order the goods should go into the bag. And at prep stations, the screen can give




(Graphics provided by QSR Automations)

play-by-play direction for how condiments need to appear on the sandwich or burger.

"The layers-of-sorting feature is an especially helpful part of the technology for multi-concept stores, where foods like pizzas and subs are being cooked up for the same order," said Dan Linker, QSR Automations director of support services. Multi-concept stores can customize timer values for prep cooks so operators don't have the pizza sitting around under a heat lamp waiting for the panini sand-

wich to finish grilling.

The bin management functionality allows QSRs to keep a few ready-made pizzas or sandwiches on hand for quick to-go orders. It lets them know when to make additional ready-made foods. For example, popular items like a cheese and basil pizza or a cold ham and Swiss on rye can be prepared before the lunch rush so the customer can quickly pick it up from a bin rather than waiting for the sandwich to be made. Once the ready-mades begin running low, the software can let the cooks know that it is time to make another batch.

"One of the best things about the kitchen hardware is that it's industrialized," said Heather Pitts, director of marketing for QSR Automations. "It's virtually grease-proof and water-proof. It can be installed right next to the grill and right by a water faucet and you don't have to worry about spilling or splashing on it. It was designed specifically for harsh kitchen environments." 

ePic & KDS

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