

# DREAMTEAM IN **TRAUNKIRCHEN** **CUISINNO & NCR ORDERMAN**



## How Orderman and Cuisinno drive efficiency at the Symposium Hotel Post in Traunkirchen, Austria.

The Symposium Hotel Post lies peacefully at the banks of the beautiful Traunsee Lake, near the Austrian city of Salzburg. The hotel is especially well-known for its excellent restaurant, which has become a popular social meeting place in the area. Recently, big changes have been made to restaurant and kitchen operations – to make the dining experience even better.

To provide faster, more accurate service and relieve some pressure on staff, the Symposium Hotel Post has opted for an Orderman radio ordering system complemented by Cuisinno kitchen monitors. The two make a perfect match: both the Orderman system and the Cuisinno kitchen monitor are especially made for use in the restaurant business and thus streamline all processes to perfection.

# ORDERMAN5 AND CUISINNO IN ACTION



## Speedy service, relaxed atmosphere

By installing four Cuisinno kitchen monitors, kitchen staff at the Hotel Post are able to work much more efficiently. Staff take orders via the Orderman tableside ordering system, which are then transferred directly to the kitchen monitors.

“What is especially efficient, is that orders are split up and displayed on the right monitor automatically – so dessert orders, for example, are sent straight to the dessert/salad station. Sending orders from the tableside straight to the kitchen is not only much quicker, but also leaves

no room for mistakes, lost or forgotten items. Staff don’t need to communicate as much with one another, either, so the working environment becomes much quieter and calmer. Everyone knows exactly what to do and when.”

*Mr. Groeller, owner Hotel Post*

Guests at the Hotel Post place most importance on the quality of the food, as well as speed of service and a good atmosphere. Guest satisfaction has risen noticeably since the Orderman system and Cuisinno kitchen monitors were installed. The Orderman5+ handheld allows staff to take orders tableside, making them look more professional and giving them extra time to spend on guests.

With the belt printer, receipts can be printed right by the table as well, speeding up the billing process and reducing waiting times.

Both systems require very little training and can be used intuitively. Staff appreciate the modern working equipment, as it helps them maintain a much smoother, more stress-free workflow.

“Working with the new Cuisinno kitchen monitors makes my job more pleasant, since I don’t have to read, write, yell and cook at the same time. It gives me much more time for other things and reduces the volume in the kitchen. I would

definitely recommend both the Orderman system and the Cuisinno kitchen monitors – they are a perfect team to drive efficiency in any hospitality business. This was especially important to us, since about 65% of our revenue is made by the restaurant.”

*Stefan Griessler, Master Chef, Hotel Post*

We are proud of this amazing feedback and wish Hotel Post even more success in the future!