

 PocketTouch

Table Service  
Software for  
Waiting Staff

PocketTouch for  
a better customer  
experience



 ICR TOUCH

# Keep mobile, for a better *Customer* experience.



PocketTouch is a professional paper-free way to take food and drinks orders. Our revolutionary hand-held software solution has been designed and developed specifically for the hospitality and catering industries.

You can take an order, pay and print a receipt direct from the table with PocketTouch. Your customers experience shorter waiting times and staff are always on hand to serve.



# Serve more *efficiently.*

# Everyone's *happy.*

## Faster Turnaround.

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Take orders seamlessly from the table or queue, straight to the heart of the kitchen and bar, providing a quick and efficient service to the customer. Handwritten mistakes are a thing of the past and Chef can get straight on with preparing the food.

Order updates made on PocketTouch are automatically updated on the bill, making the whole process more efficient. Service is faster and there's quicker table turnaround.

When it comes to paying the bill, servers can take payments right at the table, saving valuable time and freeing the table for your next customers.





## Faster Service.

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Faster table turnaround through seamless integration enables more covers per table.



## Reduce Mistakes.

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Handwritten mistakes are a thing of the past and Chef can get straight on with preparing the food.

# Increase revenue.

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Digital handheld ordering devices help maintain high customer satisfaction levels and increase revenue.



## Customer Satisfaction.

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Keep customers informed at the table, and get the order right first time, everytime. Staff are there when a customer needs them.



## Wherever They Go.

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Multi-level floorplan enables the customer to sit wherever they like and be found by the waiting staff, even if it's in the beer garden.

Staff are able to spend more time with customers, without having to walk back to the till or to the kitchen. They will be there to offer more drinks or desserts, just when they're needed.

Today's customer expects full table service that lets them order, make changes and pay using card right at the table.



## Queue-Busting.

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When the fixed order points are busy during peak times, staff can use PocketTouch to ease the pressure.



## Inform the Kitchen.

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PocketTouch can keep the kitchen informed of customer special requests or allergies.

The entire table service is streamlined, giving the opportunity for faster table turnaround, and more covers. Or extra time for that last coffee.

For fast and accurate table service, choose PocketTouch.



## Personalise Your Tables.

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Assign names to tables, so the waiting staff can provide a personal level of customer service.



## Keep That Tab Running.

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If a friend goes home they can pay their bill without closing the tab.

# Improve customer satisfaction.



Ensure customers receive the service they expect to keep satisfaction levels high. PocketTouch informs staff straightaway if an item is off the menu, orders can be completed accurately first time avoiding a return trip to the table with disappointing news. Orders are sent straight to the kitchen and cannot be lost on the way, and are always legible with clearly printed tickets or shown on a display screen.

Happy customers spend more, are more likely to visit again and bring their friends.



# Table Management on the go.

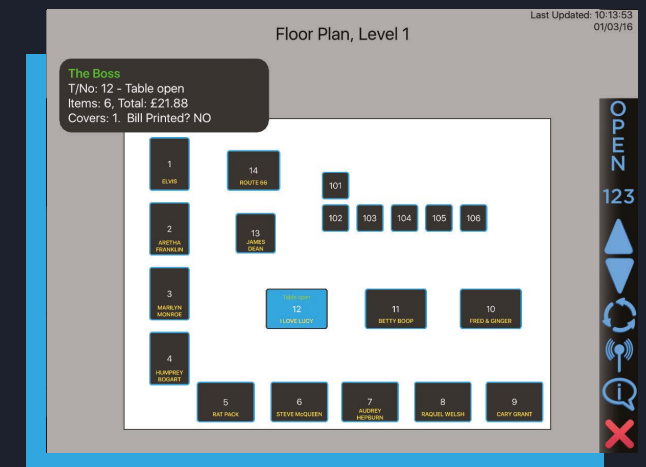
PocketTouch offers precision control of its floor plan. Easy to navigate, designed for speed.

Find a free table at a glance from the waiting area as soon as it becomes available. Seat your guests sooner, with less waiting time.

Assign names to tables, so the waiting staff can provide a personal level of customer service.

Custom start level, so devices used on the terrace always open at the right place.

Highlight a table to see its current status, including table open/closed, total, items, and bill printed.



# Case study.

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## Mezzidakia.



Mezzidakia restaurant has 40 tables and can sit upto 120 people. The owners now understand the benefits that a handheld ordering system can bring to ensure customers receive their orders on time and experience impressive service.

PocketTouch flows orders seamlessly from table to the heart of the kitchen and bar. The Mezzidakia restaurant has thick walls and an unusual layout, which wifi was unable to reach consistently. PocketTouch can also work seamlessly with secure radio devices which overcome problems with thick walls, channel overcrowding and other wifi issues. Mezzidakia can still experience the quick table turnaround and efficient service of PocketTouch.

### The Solution

- 2 x Tills – with ICRTouch TouchPoint
- 5 x Kitchen Printers
- 6 x Orderman 7 – professional radio handheld devices equipped with PocketTouch

*“PocketTouch is very friendly and has allowed us to spend more time with customers instead of time going to a fixed terminal. The durability and comfort of the handhelds has been a great benefit. Overall we are very satisfied with the product.”*



