

## Sweet success with a little help from Restaurant Manger POS

Since 1976, Dilettante Chocolate Company has been delighting chocolate lovers. Today the company has three retail outlets in Seattle, a café and patisserie and a new Dilettante Mocha Café in downtown Seattle.

The new full-service café features pastries, premium coffee and chocolate beverages, desserts and savory snacks. Warm colors, a rich interior and comfortable seating invite patrons to

linger over their hot cup of mocha and Dilettante's own menu creations. Historical photos hang on the Mocha Café walls reflecting the long history of Dilettante's chocolate making family, which dates back to the late 1800's.

"With the opening of our new café it was the perfect time to also revamp our POS systems company wide," says Dan Graham, accounting manager for Dilettante Chocolate Company.

He continues, "Before we purchased a new system we visited three or four companies in the area and looked at a number of different options. We wanted to work with a local company that had a good reputation and could offer local support. In addition, we made a 'wish list' for the new POS system. We wanted a touch-screen system that could enable our retail outlets to offer professional and up-to-date gift cards. We also needed a system that offered a central management solution to bring all the data together from all our retail stores."

In the end, Dilettante went with Pacific Coast Systems and the Restaurant Manager POS System from ASI.

"We have been using Restaurant Manager for a couple of months now and even though we had a couple of tweaks to iron out, we are

very happy with both the system and the service we've received from Pacific Coast Systems—they've been extremely responsive to our needs," adds Graham.

One of the features of Restaurant Manger that Graham is most excited about is the system's ability to create and monitor gift cards. Once the card is purchased the customer can use it at any of their stores. When a purchase is made, the balance of the card is printed on the receipt. Back at the home office, managers can gather data from the cards such as how much balance is left on each card or what the customer purchased with the card—all data that can give management a clearer picture of its business activities.

Restaurant Manager's Central Manager Solution also enables the home office to watch the progress of sales during the day. Before Restaurant Manager, Dilettante's daily sales were totaled in each store, printed out and transported to the home office. This often took two days. Then the data was keyed into the accounting software.

"Restaurant Manager

eliminates any keying errors and it saves time and labor. We also appreciate the simplicity of settling credit card purchases. With our old system the settlement process took two parts. Now it's so quick and simple. In addition, our employees are using the time-keeping function. Back at the home office, this function has been very helpful in tracking labor and brings into focus labor in relationship to sales. Tracking labor and payroll is certain-

ly simplified with this system," says Graham.

Pacific Coast Systems worked with Dilettante to enable some of Restaurant Manager's more unique functions, including their advance ordering system. With many customers wanting to pre-order a luscious dessert for an upcoming event, Dilettante no longer has to keep track of paper order forms. The new Restaurant Manager system keeps track of all

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advance orders and sends e-mails to the bakery to make sure that the dessert will be available at the right time. "Our new system has been great and we're just beginning to really see what all it can do to help our business," adds Graham.

For more information on Restaurant Manager, call your local reseller today. In Washington or Alaska, call Pacific Coast Systems, Inc., the premier POS provider to the NW hospitality industry for over 22 years, at 425.827.5399. *HN*