

ORDERMAN PORTRAIT NO. 2: MARIA WEINDL, Seekirchen/Austria

NOW OPEN FOR BUSINESS AT LUNCHTIMES: “WE HAVE GROWN WITH THE SYSTEM”

Typically for the country inns that you find in the lake-filled Salzburg surroundings, it's the friendliness of Johann and Maria Weindl that give the Fischtagginger Hof its special atmosphere. Since taking over the business 20 years ago, they've made some changes. On the farming side, the number of highland cattle has been reduced to manageable proportions (.... head of cattle); the significance of guest rooms has also diminished. The changes have played to the Fischtagginger's traditional strengths of cooking and informal service – areas which have steadily grown and strengthened.

Experts in hospitality

Last November, 20th anniversary celebrations took place in Fischtagging: 20 years of marriage, 20 years of running the business and 20 years of regulars' nights. “We rigged up a couple of tents outside, and with very few exceptions, all of the 200 people we invited turned up,” recalls Maria Weindl, clearly delighted by the loyalty of her customers – proof of excellent connections, if any were needed given the nightly get-togethers of regulars around the table. With around 100 seats both inside and outside, people can enjoy the homely cooking of Johann Weindl and the attentive service of his wife Maria in the cosy lounges or under the shade of the chestnut trees in the garden. About three years ago, Maria bolstered her small team by investing in the ORDERMAN LEO. In fact, that's a story in itself:

From outright hostility towards ORDERMAN ...

The decision to introduce a modern system was taken four years ago, and this was duly installed by POS terminal dealer Herbert Lindpointner. Husband Johann took over the responsibility for the computer POS system, with Maria Weindl – in a spirit of marital compromise – taking on the ORDERMAN Leo. She did so with extreme dislike: “I was so worried about looking scared in front of customers. At first I simply tried to ignore the Leo unit, and swapped it for a

writing pad at busy times – I was completely against it.” Time and time again, therefore, “The device ended up in the kitchen”, where Johann was busy with the pots and pans. Thankfully, all that has now blown over:

... to complete acceptance

Today, Maria Weindl wouldn't be without her ORDERMAN. The recent staffing problems in particular would have been disastrous without the stress-busting LEO. At lunchtimes, for example, Maria Weindl is taking orders and serving drinks by herself (she gets help from the bar staff in the evenings) while her sister-in-law carries the plates and her husband is in the kitchen. The Fischtagginger Hof is the proverbial definition of a family business.

Expansion in lunch trade

Eighty percent of guests are regulars. However, lunch service has developed into an important element of the business over recent years. “Lunch breaks are strictly limited, so it's critical to avoid wasted time by walking back and forth. If we didn't have ORDERMAN, that would be impossible. The system has increased my own capacity by a good fifty percent, and certainly spares the shoe leather.”

Business lunches on the rise

Another benefit of the ORDERMAN system is apparent when business colleagues come to eat; business lunches are not quite so strictly limited. “I used to spend such a lot of time just writing out the bills. I was always putting people off because I hadn't got that far. My husband had to lend a hand on many occasions because I simply hadn't managed to get around to it.” This was the first advantage of ORDERMAN that became clear – and it's the most obvious. “I don't need to write out any more complicated bills, and my husband saves loads of time with the accounting. We soon realised that choosing



A growing family business: Johann Weindl as the chef looks after the cooking aspects, his wife Maria applies her charm to the personal wellbeing of guests, and the ORDERMAN LEO has opened up a new business area. “The unit has increased my capacity by fifty percent”, estimates Maria Weindl, “and I can devote an extra two minutes to every guest.” The fact that eighty percent of customers are regulars speaks volumes ...

ORDERMAN was the right decision.”

All of the initial reservations, preconceptions and worries about technology are now a thing of the past; this is one family that has always believed in moving with the times. However, one final anecdote from the past century: Expectant arrivals are greeted with an inscription on the wall that reads “Carl Zuckmayr's favourite restaurant”. Of course, the author Zuckmayr

never actually had the pleasure of experiencing Weindl hospitality. Nonetheless, by the time you've tried the Steak from the highland cattle (house speciality), you'll share his point of view. A visit to the Fischtagginger Hof lingers long in the memory.

Gasthof Fischtagging

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