

## THANKS TO THE MOBILE CASH REGISTER: THE FUTURE'S BRIGHT FOR THE 'SCHATTEN'

Stepping into the main dining room of the Schatten hotel on St. George's day is like stepping onto a film set from a golden age: large groups of men in traditional tufted hats and lederhosen downing cold beers with relish. However, if you think you've stumbled into a centuries-old family-run restaurant, you'd be wrong.

### Old-world gastronomy and cutting-edge technology

The Schatten owes its name – which translates as 'shade' – to the fact that its frontage never sees the sun. The building, which has housed a restaurant since the 18th century, was acquired by the Baudrexl family in 1998, who set about tearing it down and rebuilding it for the modern age. The lounge seats around 90 guests, the smaller dining room takes 60 (30 each side of a partition wall), the beer garden has a capacity of up to 70 and the hall has room for 180 diners. In every area, ORDERMAN is in use: this is no place for compromise.

### The business expert and the cook: a recipe for success

Georg and Martin Baudrexl are brothers; one holds a degree in business administration, the other is a chef with experience in leading tourist organisations. From day one, they knew their joint project was built on solid foundations. While Martin is responsible for the delicious aromas emanating from the kitchen, Georg applies his business acumen to make sure the figures increase. And talking of balancing the books:

### Utilising the latest restaurant technology

"We looked very closely at what was available on the market, but for me there's only one radio ordering system that really counts. I used to wait at a restaurant with a large terrace on Lake Chiem, where we wasted so much time pointlessly walking back and forth between the touchscreen register and the diners. We had four or five people just rushing around, a complete waste of time and resources – nobody



Georg Baudrexl is delighted with his innovative system. "The system with mobile registers works extremely well. The waiters have more time for the things that matter, the guests are happier and sales are gone up." He has now increased his stock from four to eight ORDERMAN devices.

was happy with the situation, neither the waiters nor the guests." Georg Baudrexl subsequently found the perfect partner: POS terminal dealer Michael Ebner, who recommended a drinks dispensing system and coffee machine in combination with four ORDERMAN LEO devices. The ORDERMAN system paid off in every sense of the word – and now another four hand-helds have now been added.

### "Transparency is essential for the guest, the waiter and the owner"

The Schatten is the ideal venue for every kind of occasion, from weddings and birthdays to official celebrations. At the Schatten, they make hay when the sun shines. A typical ORDERMAN situation is summed up as follows: "Imagine we arrange a wedding party. The couple want to cover the costs until 1 am in the morning, so we print out the bill at one o'clock on the dot. There are no rough calculations, no disputes, what you see is what you get." Guests like this system, and so do the waiters who work for the Baudrexls. On a normal day, two or three waiting

staff will be on duty along with a barman; for special events, the service staff increases.

### ORDERMAN replaces the fixed cash register.

Georg Baudrexl is happy with his innovative system. "If I have a touch screen based cash register, the waiters, being reluctant to change, would go back and use that for taking orders. This way, that temptation is eliminated." The mobile registers are now used for all guest transactions, from ordering to invoicing. The office PC is used for back office functions such as accounting, statistics and daily area-based reports.

### Calling for the bill is a thing of the past

As soon as a guest gives the sign, the bill is printed and the table is free for the next hungry customer. During peak times (from 6.30pm to 9.30pm), it's all hands on deck. Staffs opinion is that ORDERMAN puts all other systems in the shade, and the father of the Baudrexl brothers has also noticed how standards of service have risen: "I once saw Hannelore looking a guest in the eye while operating the

ORDERMAN with one hand and clearing the table with the other", he recalls.

### "I can easily spare at least one waiter,

and that's something I could never manage with a fixed register", admits Georg Baudrexl. "The waiters can stay with the guests. When they come to the bar, everything is ready to go. Instead of five or six beers 'going missing' every day, the complete system soon is paid off. Guests are noticing the visible improvements in service, and that's also increasing the revenue."

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