



Orderman Service is a Winner

Big Eyes at the Big Event

The guests at the table could hardly believe their eyes: The waitress had just typed the drinks into the handheld unit and was beginning to enter the food, when another waitress appeared with two sodas and a beer – with a perfect head of foam. “Incredible,” one customer stated, “I have never experienced such quick service.”

Many of the 25,000 visitors at the Sledge Dog World Championship in Werfenweng, near Salzburg, had similar experiences. Following the European Football Championship, Orderman was again able to prove its effectiveness. “We wanted to be ready for the crowds, and chose the professional systems from Orderman. Everyone was impressed by this unique technology,” states mayor Dr. Peter Brandauer, chair of the organizing committee for the Sledge Dog World Championship. For large-scale events that present organizers with logistical challenges and require perfect organization, state-of-the-art technology is prerequisite. Problems such as

slow wireless transmission, long transfer times or weak batteries would be a catastrophe. “Orderman’s sophisticated wireless solution ensures processes run smoothly. I am very enthusiastic about these devices and the tremendous support provided by Rager & Partner. We will certainly use the handheld units again at large-scale events,” states Herbert Ottenschläger of the agency Magic Events.

“Perfect for the tough conditions in a festival tent”

The benefits provided by Orderman handheld units, specifically to service employees, are clearly evident from the following story: “Initially, I



only wanted to carry out the food and drinks. I assumed that it would be too complicated to enter orders in the unit. Then I used an Orderman handheld and in very little time I had it down.” And a co-worker states: “Two years ago I worked in a big tent, with paper and pencil. It was tough. That’s why this year

I only wanted to work one day but decided to add a second day because the Orderman system made my job so easy.” Maria Astner, another co-worker, states: “Without Orderman I wouldn’t have been able to make it through the four days. With orders going to the bar and kitchen virtually in real-time, we saved ourselves a lot of back and forth. Everyone wants to relax and enjoy the festival tent without crowding and long queues. The units are high-tech marvels and are ideal for the tough conditions in a festival tent, where they often come into contact with beer and grease.”



Mayor Peter Brandauer is impressed by the Orderman handheld units, which were ideal for handling 25,000 attendees.



Seamless billing delights organizers

Customers appreciate the transparency when it comes to payment: Every order is saved in the system and can be displayed to ensure nothing has been forgotten and the check is 100% correct – for guests as well as the host. “Just ask our head cashier how delighted we are by the Orderman handhelds. There were two partners at this

major event that we would like to work with again, and one of them is Orderman,” states Alois Lottermoser, a deputy spokesperson for the tourism association and the person responsible for food and drink. Natalie Sanabria of the wait staff is also thrilled by the billing functions: “We decided to provide a bill immediately after taking an order. Some guests were not sure and wanted to be served first. But all reservations were set aside when the drinks arrived in this moment. They were blown away!”

2009 Sledge Dog World Championship 2009

Hospitality:

12 Max2 Handhelds

<http://www.orderman.com>

Installation:

Rager & Partner

<http://www.rager.at>



“Orderman is perfect for the tough conditions in a festival tent, where the units often come into contact with beer and grease,” states waitress Maria Astner.

CUSTOMIZED PRODUCT RANGE

Orderman is the world’s only manufacturer that offers a selection of restaurant service handhelds for customized solutions for every restaurateur. Willy Katamay, Orderman Sales Director, explains the reason thus: “We’re able to do this because Orderman handhelds are developed exclusively for the rigorous demands of the hospitality industry. We don’t produce any other products and we’re not active in other sectors – our entire know-how lies in the handheld sector. And that can be seen in every single one of our products!”

The **Orderman Don** is the entry into the professional class. It offers professional technology at an unbeatable price/performance ratio.



Max2 and **Leo2** – the all-rounders – distinguish themselves by their perfect, sunlight-friendly display, extraordinary robustness and further innovative functions. Technologically, they differentiate themselves primarily by their various input philosophies. Leo2 is operated via keyboard entry, while Max2 is touch-sensitive. In terms of price, both devices form the middle

segment of the Orderman product range.

Max2plus and **Leo2plus** are the premium class of Orderman handhelds. An integrated Bluetooth interface for the belt printer is standard on both devices. In addition, the “plus” devices can be expanded by further customized options, such magnetic and contact-free

card readers.

The **Base Station** is the heart of every Orderman installation. It provides the best possible, absolutely reliable wireless performance. The customized selection of various device types now makes it possible for every restaurateur to find the Orderman of his desires – in terms of both price and technology. Regardless of whether you’re seeking a professional handheld at an entry-level price, or whether a high-end solution comes into question – Orderman has the right device for every demand. Orderman handhelds work worldwide with the leading software and payment processing solutions.

www.orderman.com