

# Keep up with the times

## Orderman at the Stiegl-Ambulanz in Vienna

**“Keep up with the times, or you will be left behind”:** With this saying in mind, Franz Kornek, managing director of the Stiegl-Ambulanz in Vienna, realized that the quality of service has to be optimized - with Orderman.

A large hall with a stylish ambiance, an original “Salzburger Stube”, a lounge with leather couches and a fireplace, and one of Vienna’s most popular beer gardens: modernity and tradition are reflected harmoniously in the hospitality flagship of the 500 year old Stiegl Brewery. The central aspect here, of course, is the certified organic home-brewed beer - and the people: “People are the secret of a successful business,” Kornek says. Therefore it was also obvious to him that he had to



provide his employees with the best equipment so that they could do an outstanding job: “Orderman handhelds, of course, because one of the requirements of modern-day



*For Franz Kornek people are the secret of a successful business. Therefore it was also obvious to him that he had to provide his employees with the best equipment so that they could do an outstanding job.*

service is to have more time for the guest,” says Kornek.

### High quality standards

That is why 8 Orderman Max handhelds have been in use since 2005. Kornek is also familiar with other wireless ordering systems, but he claims: “my standards of quality are high”. The majority of his employees at that time left because incorrect orders and fraud are not so easy with Orderman, due to the exact controlling.

**“No need to hurry off to the cash register if you are in the middle of a chat”**

Today’s service personnel, on the other hand, have adapted to the new system right away: “My former employer had a stationary cash register. I had to remember about 100 PLU codes - that was terrible. I also worked with another handheld, but the connection was

poor and it took too long to send the orders. With Orderman everything is much faster and there is no need to hurry

**“I have recommended Orderman often”**

In the end, everyone benefits: The restaurateur, the service employees and the guests. According to Kornek, the maximum waiting time is 2 to 10 minutes for a beverage and no more than 15 to 30 minutes for food. “The satisfied guest comes back, which creates a certain constancy. The result in figures: 5-10% more turnover. With such results it is easy to recommend the product to others, which I certainly have done. I simply put it in their hand and say ‘And now try taking an order’ and they understand it intuitively every time”, says Kornek.



*With Orderman the ordering process is much faster: less walking, more time for the guests, correct payment processing and higher guest satisfaction.*

off to the cash register if you are in the middle of a chat”, head waitress Mary Rose Micor relates her experiences. “The advantages for the waiter are obvious: less walking, more time for the guests, correct payment processing, higher guest satisfaction and perhaps a bigger tip”, Kornek summarizes.

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