

Posi's Plate

Seasonal Tips and Information from Your Point of Sale Specialists

Notes from the Chef

All businesses are about making connections and there is no other industry that is more connected than the hospitality industry. 8 out of 10 restaurant owners say their first job in the industry was an entry-level position. As people move around restaurants into different areas and even different restaurants they are making connections everywhere they go; and making connections is the focus of this issue of our newsletter. You will find topics here that discuss an important change about how we at DBS connect into your site for service and new ways for you to connect with your customers and staff. We also feature articles to help improve your connection with your business through inventory controls and camera systems. We are proud of our connections within this industry and grateful that we get to partner with you to enhance your business.

Mary Blanchard
Office Manager

STOP!! Do not download the WINDOWS 10 update if prompted. Although POSitouch and TransAction+ can operate on Windows 10 it can cause issues if advance work is skipped. Call your DBS sales rep for info.

Specials

Connecting into your POSitouch system has changed a lot over the years; from back when the phrase "dialing in" actually meant dialing in through a phone modem to today where we use dual authentication connections over internet. The ability to provide a connection that is secure and convenient for our customers has always been a priority to DBS. Many of you have probably seen our current connection method of DBS Connect. A small, upside down triangle icon at the bottom right of the monitor indicates that you have DBS Connect installed. However, many people are still using the older DBS Help to connect the software technician in when they need assistance. This method of connecting is being discontinued so please reach out to your sales representative to get DBS Connect installed. DBS Connect has dual authentication to ensure that both the person attempting to connect into your system is truly a DBS software technician and requires you to accept a request on your computer to establish the connection. If you are still using the DBS Help icon on your desktop it is important to switch to DBS Connect before DBS Help is discontinued to prevent any interruption in our ability to assist you when you need support. Please call Data Business Systems at 703-573-2292 or 1-800-868-2323.

Appetizers

Since this edition of our newsletter is highlighting ways in which we "make connections," we thought it would be helpful to highlight a few tools we offer to help you utilize technology to connect with your staff and your customers. A sure fire way to connect with your staff is utilizing the messaging feature through your POSitouch system. You can pop in a message when they clock in, run a cashout, or at various points of service. It is a great tool to notify them of a policy item or a meeting or simply to tell them they're doing a great job.

Getting to know your customers is an important step to connecting with them. Wouldn't it be helpful for you to know who are your top repeat guests? What do the available analytics indicate are the main reasons for your repeat business? Which marketing campaigns that you are using are actually working? These are just a couple examples of the many tools that are available currently in your POSitouch system as well as by utilizing some of our many best in breed partners. Contact your sales rep for more information.

By Tim Fogarty



For Your Convenience: Local People • Local Support

Data Business Systems

Entrees

Staying Connected Inside Your Restaurant

The restaurant industry can sometimes pull you in so many directions it can be hard to stay connected with what's going on in different areas of your business. With all the necessary areas within a restaurant for storage, staff, and customers you can feel like it's impossible to manage everywhere at once. Security cameras have been available for years but with advancements in technology the clarity of the images are crisper and storage is more affordable. When installing a camera system there are many decisions to be made: where to place the cameras, the style of camera at each location, and how many days of storage to retain. You need to know what area you are trying to capture with each device. A common mistake people make is trying to capture too much with a single camera. When placing cameras you will always want to cover the back doors, the kitchen, the parking lot and walk in coolers. The most overlooked area in most cases is a camera on you DVR. Without a camera in this position you are leaving the system and you at risk of someone tampering with the DVR and you would not have that image on file. You must also decide if interfacing your security camera system to your POS system is important.

We at DBS can assist you with all of the questions and concerns surrounding the proper installation and care of security camera systems.

By Mark Tuttle



Desserts

Connecting Sales to Inventory Controls

The built-in POSitouch feature for inventory can be quite helpful for your restaurant. Using the inventory tracking system connected through POSitouch allows you to identify problems and track food cost. It requires a bit of up-front time and labor to input ingredients and recipes, vendors and what products these vendors furnish the restaurant, but once it is set up, it works with only a small amount of time and labor required.

With the inventory module, someone will enter invoices from food vendors; which, when combined with sales information from the POSitouch system, will allow you to determine accurate food costs, as well as any potential shortages. Are you part of a restaurant group that transfers inventory from one store to another? If so, the POSitouch inventory module can take that into account, as well. Do your chefs have a standard batch item that is made in bulk but used in several dishes? The inventory module takes that into account, too.

The information is provided in your operations manual to walk you through setting up this feature or you can schedule a class through DBS to learn more.

By Michael Wallace

Your Point of Sale Specialists since 1977.

Current Versions:

POSitouch: 6.40

TransAction Plus: 7.5.1

Please note, charges may apply for calls to our support center.

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