



The Restaurateur's Guide to Buying a Modern POS System

Technology....Data....Software

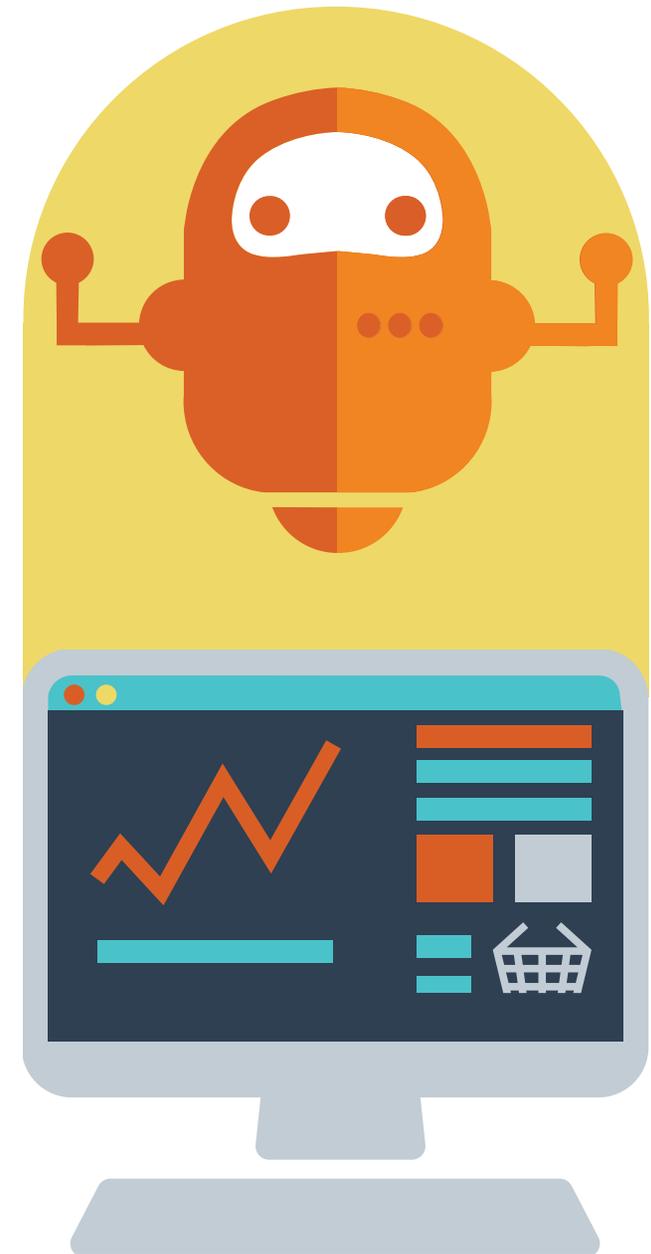
Not long ago, it seemed like these words belonged only in computer factories and stores like Best Buy. Now, these terms run everything in our modern world - and the ownership and efficient management of restaurants is no exception.

From the moment guests enter your restaurant to the second they leave, there are endless opportunities to positively contribute to their experience. However, there are also endless opportunities for something to go wrong. In order to deliver a remarkable guest experience, staff must be at the ready, food must be prepared, and everything must run smoothly.

But even after the last guests of the day have left, your day as a restaurateur is far from over. Inventory, sales, and labor need to be calculated, tips need to be divided, and everything needs to be in its place to prepared for a smooth opening the next day. Amidst this chaos, there is rarely time to pause and analyze how your business is actually performing.

This can get overwhelming at all the wrong times, and one slip-up could result in a permanently lost customer. For the sake of your restaurant, it's time to implement an effective, trustworthy, reliable point of sale (POS) system.

Rather than using a dated, on-site, computer-based point of sale system or - heavens forbid - a cash register, it may be time to look to the future. When buying a new POS system to improve your restaurant operations and take the stress off your employees, your customers, and yourself, you should start by considering one word: modern.



Why a Modern POS System?

A modern point of sale system can streamline your internal operations, connect all of the various personnel involved in making your restaurant run smoothly, and automatically track sales, labor, and inventory metrics. This level of innovation has opened up previously unimaginable doors and helped establish new protocols for increasing revenue, profit, and customer satisfaction while decreasing employee turnover, order mistakes, wait time, and your stress level.

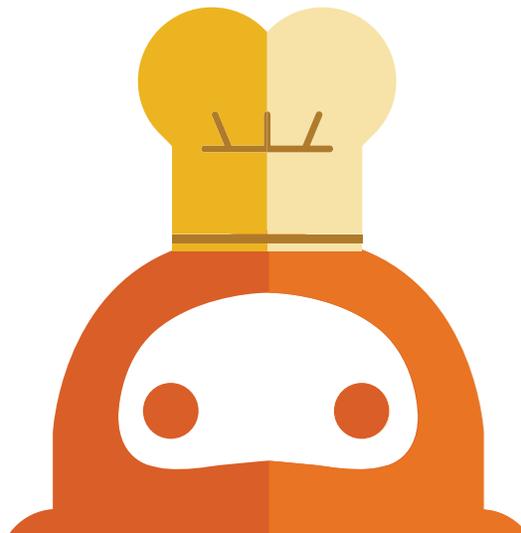
Given the innovative improvements to restaurant technology, choosing the right POS system can save you countless hours of manual labor by automating the mundane and labor-intensive tasks, so you have more time to spend paying attention to your bottom line and maybe – just maybe – have a little more time for yourself.

However, there are systems out there that are not modern. “Legacy” POS systems store information in a back office client-server, rather than on the cloud.

These legacy systems are named rather ironically. While these systems have made a legacy for themselves in the restaurant history books, it’s due the short-lived convenience they offer followed by user frustration, service issues, and especially lack of support. In other words, the “legacy” these systems have created is nowhere near positive. It’s dated, it’s inconvenient, and it just doesn’t cut it anymore. You deserve better. This is where the modern POS system comes in.

So, what are the key components of a modern POS system, what should you expect from it, and most importantly, how can it help smooth and better your restaurant operations?

This ebook will outline the types of questions you should ask and the key things you should consider as you research and evaluate modern restaurant POS systems. By the end, you will have a clear sense of the features you should both look for and prioritize to find the best POS system for your business.



“Choosing the right POS system can save you countless hours of manual labor by automating the mundane and labor-intensive tasks, so you have more time to spend paying attention to your bottom line.”

Table of Contents

1. **Identifying Your Needs**
2. **All About the Cloud**
3. **Transactions**
 1. Ease of use
 2. Speed and volume
 3. Flexibility
 4. Workflow integration
 5. Kiosk Ordering
4. **Priorities by Business Type**
 1. FSR
 2. QSR/Fast-casual
 3. Bar & Nightclub
 4. Online ordering
5. **Reporting**
 1. Sales Report
 2. Inventory Report
 3. Labor Report
6. **Customer Engagement**
 1. Loyalty Program
 2. Gift Cards
7. **Support**
 1. How can you reach support?
 2. What is included in support?
 3. What are support's hours?
 4. Can you be assisted remotely?
8. **Security**
 1. Encryption
 2. Who has access to the server/data?
 3. Who is responsible in the event of a data breach?
9. **Pricing**
 1. Upfront Costs
 - 1.1 *Traditional Model*
 - 1.2 *SaaS Model*
 2. Long-Term Costs
 - 2.1 *Additional Features and Packages*
 - 2.2 *Updates*
10. **Working with a Provider**
11. **Conclusions and Moving Forward**

1) Identifying Your Needs



Before you start researching POS systems, create a clear outline of your biggest challenges and the tasks that require the greatest time commitment. This will help you identify the primary ways a POS system can help your restaurant improve. Try to find a system that meets most (if not all) of your many technological needs in this industry.

Remember - this is the guide to buying a modern POS. There are now aspects of your business that could be simplified in smart, efficient ways - inventory and labor tracking, customer relationship management, and credit card processing safety can now all be controlled by one program thanks to the features and the capabilities of the modern POS system.

Think about the questions posed below and complete the checklist to identify your priorities:

What are your requirements?

- What is your budget?
_____/month or _____/year
- Do you want tableside mobile ordering capabilities?
- How many terminals, printers, credit card readers, and cash drawers do you need?
- Should kitchen tickets be paper-based or on display screens?
- Should guests be able to receive digital receipts?

What are your biggest challenges?

- What complaints do you typically hear from guests?
From staff?
- How many dishes are sent back to the kitchen each week because they're incorrect?
- Can you ensure that your menu items are up-to-date both online and in-house?
- Can you easily report on sales and inventory?
- How much food is wasted each week?
Follow-up: How sure are you of this number? Is your inventory system accurate?
- Do you know your best and worst-selling menu items?
- Are you confident that staff members are taking only their fair share of tips?
- How do you know employee payroll is updated and accurate?

What are your most time-consuming tasks?

Check all that apply

- Closing out at the end of the day
- Making changes to the menu
- Tracking inventory and sales
- Updating online ordering
- Processing guest payments
- Looking up and voiding inaccurate payments
- Auditing employee time cards
- Troubleshooting system failures

2) All About the Cloud

POS systems for restaurants can now operate as a cloud-based system to appeal to a more modern way of conducting business. These systems transmit information over the internet and store data in remote, off-site servers. It's not uncommon for the concept of "the cloud" in restaurants to seem daunting and unfamiliar. However, you're likely already interacting with the cloud in various ways and don't even realize it. The cloud is, in essence, the internet – a network of servers. When you login to your email, use Google Docs, or access one of your social media accounts, you're accessing data from "the cloud," or web-based servers.

In your restaurant, a cloud-based POS system would enable you to view all of the information stored in your POS from anywhere, as long as you have access to the internet. In addition, you won't have to be on-site with access to your back office server to make changes to your system. If you want to make modifications to your menu, for instance, you can do so by logging into your POS platform on any device and all of your changes will be automatically transmitted across all of the POS terminals inside of your establishment in real-time. This opens up a new world of opportunity for the restaurateur conducting business in a fast-paced, technological, and modern world.

If you would like to keep tabs on how your business is running when you're not in the office or make changes to your menu remotely, a cloud-based POS system might be the best choice for you.



3) Transactions

Modern food service is centered around the efficiency of ordering and payment transactions. Any breakdown in those processes can be a huge detriment to your guest's experience and your bottom line. Since this is the most basic aspect of a restaurant's business, if your POS system is not optimized for taking complex orders and multi-tender payments, it's likely not well designed for the modern restaurant industry.

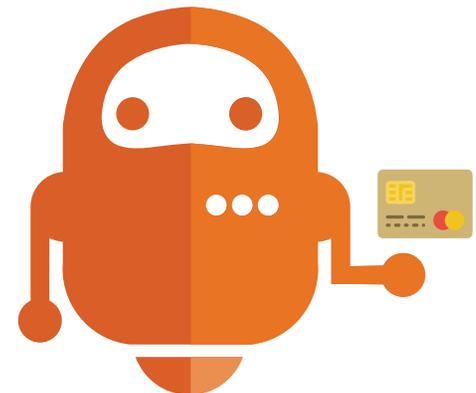
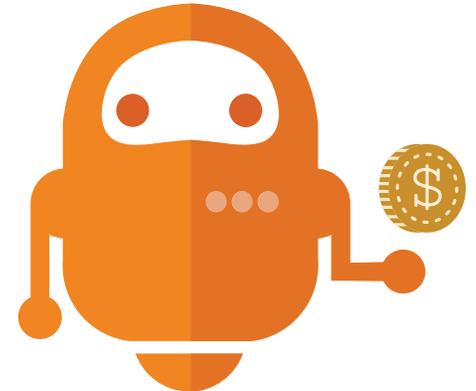
1) Ease of Use

A POS system that is optimized for taking orders and payments should be almost mindlessly simple to operate. The user interface should be both simple and intuitive. With modern technology, there's no benefit to putting up with clunky interfaces. Maybe different tabs and menu groups are color-coded or strategically placed so they're easy to locate.

Your staff should never have to dig through the interface in order to find the menu or payment option that they are looking for. When guests are ready to pay, servers should be able to complete the transaction in seconds with just a few simple clicks. By prioritizing ease-of-use, staff can be engaged with guests as they take orders and accept payments rather than struggling with "the freaking POS system."

2) Speed & Volume

Whether you've got a line out the door for brunch reservations or you're running a busy nightclub on New Year's Eve, things need to move fast! As your business grows, your POS software should be able to keep up. How does your potential system handle volume? Legacy POS systems can face problems at times like these, and don't even get us started on the pen and paper methods.



3) Flexibility

The restaurant environment is extremely fast-paced and often unpredictable. A POS system should be able to adjust and accommodate changes on the fly. If a guest wants the house salad, but does not want tomatoes and would prefer Italian dressing rather than Greek, servers should be able to make all of the desired modifications quickly and easily on the POS interface. Servers should be able to easily split checks. Advanced systems will allow staff to split checks by seat number and by individual menu item.

If your servers are happy with the flexibility and customizability of the system, you'll have faster, more accurate service and a happier staff. Without a holdup on the staff's part, customers will quickly be able to make their payments and be on their way and servers will see larger tips come their way.

According to study by Javelin Strategy and Research, only 23% of all purchases will be made using cash by 2017, so it's important that your POS system accepts many tender types including check, all major credit cards, and (if applicable) restaurant gift cards. On that note, listen to your customers! If you've received requests for alternative payment options like LevelUp or Samsung Pay, be sure to investigate that type of flexibility as well.

4) Workflow Integration

No two restaurants are the same. When you implement a modern POS system, it will seamlessly integrate with your restaurant's specific operations. When deciding which POS to bring into your restaurant, think about how the system will connect different roles and processes to help decrease errors and waste.

For example, how will the POS process orders in relation to the setup of the kitchen? Maybe kitchen orders need to be split between different prep stations. Salad, for example, should go to the cold station and the sliders should go to the grill and both should come out at the same time. Maybe a manager is required to approve voids, comps and discounts before they are accepted. The POS system should require these actions before approving transactions. With a modern POS system, there's no reason the POS operations can't be totally customized to your restaurant's operations.

5) Kiosk Ordering

Some customers want to have the dining experience in their own hands. With kiosk ordering capabilities integrated in your modern POS system, your guests will be able to do just that.

Self-ordering kiosks ease the transaction process by making it a streamlined and straightforward way for customers to place their order. The number of incorrect transactions will decrease, since the possibility of miscommunication between a customer and the order taker has been practically reduced to zero. This allows the restaurant to see higher profit margins and more happy customers.

POS integration with kiosks means you can bring your restaurant's sleek, branded design right to the fingertips of guests. Screens can be customized with the correct terminology, pictures, accurate nutritional information, and an intuitive layout on a piece of hardware that closes transactions with both credit/debit cards and restaurant gift cards. Going cashless with these kiosks increases the speed of ordering even more, and frees up employees to focus more on customer happiness and less on taking orders.

Kiosks are not about replacing labor. There will always be a need for human interaction at any great restaurant, and let's face it - there's still a good amount of people who would rather talk to someone instead of placing an order on a machine. Instead, kiosks give customers control, choices, and empowers them to create their own customer journey. Now your employees can dedicate their time to helping the business in more constructive ways.

"If your POS system is not optimized for taking complex orders and multi-tender payments, it's likely not well designed for the modern restaurant industry"



4) POS Priorities by Business Type

Depending on the type of service your establishment offers, you will likely prioritize different aspects of a POS system's functionality. Here are some things to consider for different types of restaurants.

1) Full Service Restaurant

Full service restaurants need a POS system designed to help improve customer experience and increase table turn times. More tables served in a shift means maximized revenue. Your POS system should have features specifically designed to help you decrease the time it takes to fire orders and to complete the payment process after guests have finished their meal.

Features to look for:

- digital receipts via email and/or text
- tableside tablets, guests can sign for credit card on tablet*
- easy check splitting by guest and menu item
- fire orders directly to the kitchen
- suggested tip percentages
- easy menu management
- accept multiple tender types

*The pros and cons of tableside tablet ordering:

One of the best ways to achieve this goal is to select a POS system that offers both handheld tablets and the software capable of enabling your wait staff to take orders and process payments at the table. This type of system can help you decrease kitchen errors and waste due to miscommunication between your server and the kitchen. It will also allow your servers to spend more time interacting with your guests rather than running back and forth to a central computer or terminal. In some cases, the ability to take orders and payments tableside has led to an increase in table turn times of up to 15%.



2) Quick Service (QSR) & Fast Casual

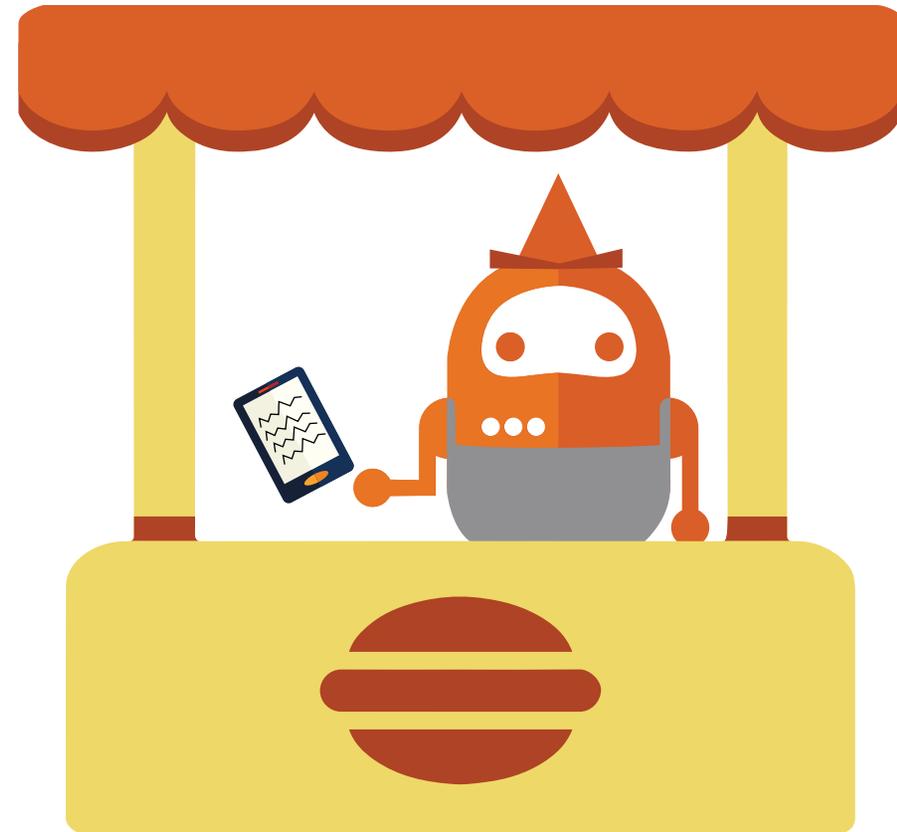
Speed is particularly important if your business offers quick service or fast casual service. According to a 2012 report, Chipotle serves one customer every 11 seconds during peak lunch hours. Wendy's processes drive-thru orders at an average of just 134 seconds.

Choose a POS system based on its optimization for volume, speed, and accuracy. More customers processed daily means increased revenue, so self-ordering kiosks can be greatly beneficial to QSRs. The POS system should have features in place designed specifically to help reduce the time it takes to get customers through the line.

Features to look for:

- quick and optimized ordering screen
- kiosk ordering
- ability to handle volume
- digital receipts via email and/or text
- kiosk ordering capabilities for faster self-service
- capable of allowing customers to sign for their meal directly on a tablet interface
- ability to fire orders directly to kitchen screens and/or printers
- accept multiple tender types
- suggested tip percentages*

* Upon checkout, some POS systems automatically prompts guests with fair tip options to promote healthy tipping, which has also caused some restaurants to see their servers' tips increase as much as 10%.

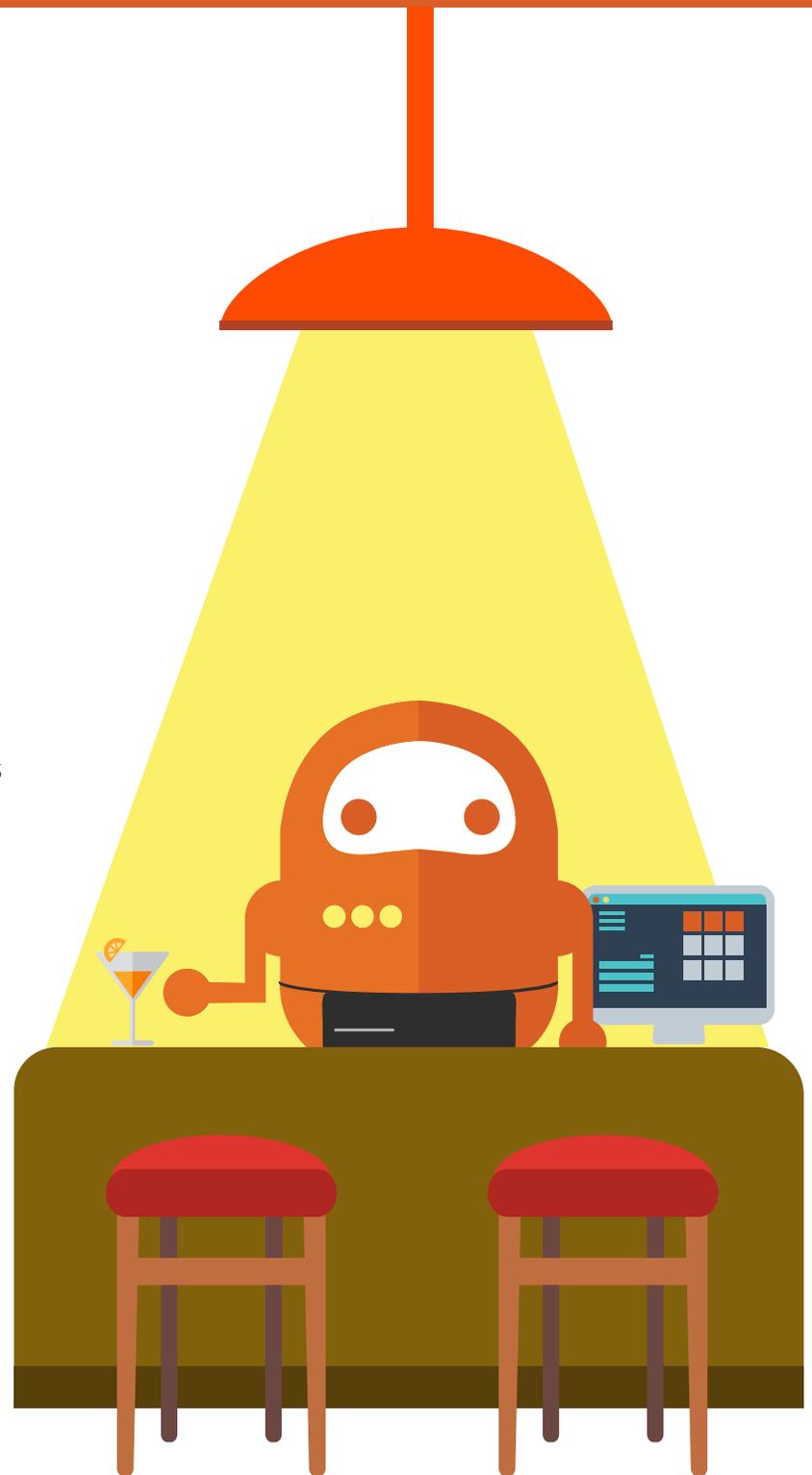


3) Bar & Nightclub

Bars and nightclubs need to be able to handle large volumes and fulfill drink orders quickly. You need a system that is easy to use, designed to handle volume, and makes it easy to customize every type of whacky drink combination your guests can dream up. Customization is key. It shouldn't be too difficult to enter a mojito with vodka instead of rum, basil instead of mint, and a pink straw instead of a green one.

Features to look for:

- Open checks
- Digital receipts via email and/or text
- Easy check splitting by guest and menu item
- Accepts many tender types
- Easy menu management for daily drink specials and happy hours
- Suggested tip percentages



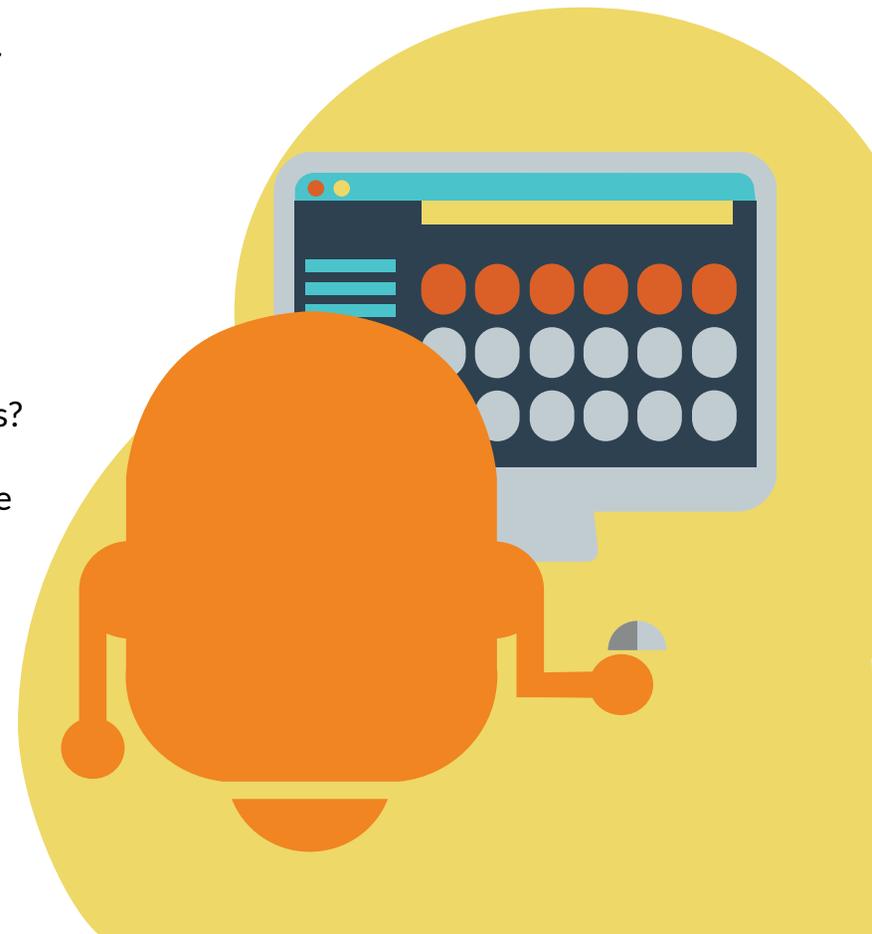
4) Online Ordering

In a 2013 study by Statista, 24% of respondents said that they order delivery or takeout food from restaurants two to three times per week. Running a restaurant is rarely just a brick and mortar operation. For both pickup and delivery, restaurants now utilize online ordering software to appeal to a wider audience, lessen the amount of time employees spend on the phone, and streamline the entire ordering process.

Your restaurant should look for a POS system that has online ordering capabilities incorporated with the software. Most third-party online ordering services charge extremely high fees and take up to 20% of each online order. By bundling your online ordering platform and POS system, you can avoid those hefty fees and instead pay a fixed fee and simplify your ordering process at the same time.

Does the POS online ordering system...

- sync with the kitchen printers or screens?
- store customer info and order history for future orders?
- process online gift card purchases?
- accept multiple tender types like gift cards and all major credit cards?
- schedule takeout orders for future pickup?
- update the online menu automatically when changes are made to the in-store menu?



5) Reporting

Reporting is one of the most important aspects of a POS system. While the front-of-house features should be designed to improve workflow organization and efficiency, a POS system's reporting capabilities should be optimized to help cut costs and uncover little tweaks you can make to improve your bottom line.

The POS system you select should offer robust reporting features that automate the process of tracking and organizing your sales, labor, and inventory data.

You don't have to be a data junkie to grasp and get value from these reports. With the latest technology, there should be no manual labor required to track and report on data that has been entered into the system. Detailed, customizable reporting will allow you to spend more time identifying the areas that require improvement. Advanced POS reporting can give you the insight you need to make the best decisions for your business.

Three types of reports for restaurant owners and managers:

1. **Sales Report**
2. **Inventory Report**
3. **Labor Report**



1

Sales Report

If your sales reporting can track the sales of individual menu items, you will be able to easily compare the actual sales of specific menu items with your inventory levels to ensure you always have the right stock on hand. The data in your sales reports will also help you forecast future supply more accurately so you can decrease waste and cut costs by eliminating unnecessary spending.

Consider how you are keeping track of inventory today and how that method could be improved. It's possible that the POS you're researching has features to expedite and simplify this process. Whether it's an indirect inventory comparison against sales numbers or a full inventory management feature down to the garnish, make sure you understand how your POS keeps track of supplies.

2

Inventory Reports

All POS systems are capable of reporting net daily, weekly, and annual sales. That's broad and basic reporting. But is it useful? Think about how the data impacts your decisions and actions. Modern POS systems can run real-time reports on individual menu items and menu categories. With these insights, you can determine which specific menu items are generating the most profit and which ones create more waste than revenue.

For example, your reports could tell you that the bacon burger is selling out every week, but only two salmon entrees have been ordered in the past month. This data would tell you to order more bacon and fewer filets or to take salmon off the menu altogether. Data should be actionable. With easy access to detailed reporting, you will be able to make better decisions when you place food orders and update your menu.

3

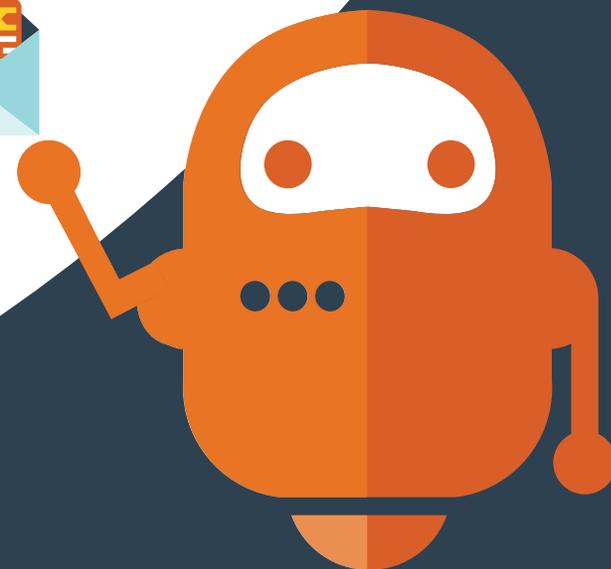
Labor Report

Labor is likely one of your biggest overhead costs. According to a 2014 report by the National Restaurant Association, about one-third of restaurant sales revenue goes toward salaries and wages. In order to maximize margins, it's important to understand how that labor is divided and how it's impacting your bottom line. Look to your POS system to track labor costs and provide reports based on role and individual employees. This insight will allow you to identify changes you can make to your employee scheduling to cut labor costs (especially during your slowest hours) and increase profit.

6) Customer Engagement

People have an endless number of options to choose from when they are looking to dine out. In order to encourage guests to return to your restaurant, you need to be visible to them beyond your restaurant's walls, provide personalized service, and show your regular guests how much you appreciate their business. If you don't nurture your existing customers and encourage repeat business, your competition will. According to a 2014 report by eMarketer, 67% of businesses using personalized marketing campaigns reported increased sales as a direct result of their efforts.

Believe it or not, your POS system has the potential to drive these personalized campaigns. What happens to the customer data that's entered into the POS? Whether you're using a cloud-based or traditional system, that data is stored somewhere. POS systems have the ability to collect customer data and create a history of activity over time. Your POS should store your guests' contact information and detailed order history so you can better serve them in the future. With advanced cloud-based POS systems, this information can be used to identify regular customers and to send them personalized rewards when they visit your restaurant or in conjunction with a loyalty program.



1) Loyalty Programs

If you think you may want to incorporate a loyalty program at some point in your restaurant's future, then choosing a POS system with an integrated loyalty program is essential. How will you keep customers coming back to your restaurant? How will you create loyal regulars who will eagerly promote your brand?

With a loyalty program aligning with your data analysis, gift card program, and customer database, you will be able to interact with customers more wisely and profitably. Even better, when a customer is close to unlocking their loyalty reward, they spend 39% more than usual. Why pass up on the opportunity to not only incentivize eager customers, but also incorporate this feature with an all-in-one POS system?

POS systems with integrated loyalty programs make collecting rewards and points easy for the customer. Modern POS systems even link each loyalty account to the customer's credit card, so they automatically earn points (which they can view online) whenever they come in. Finally, restaurants can customize rewards instantly on the POS system.

2) Gift Cards

A 2016 study by Toast found that people spend 72% more with restaurant gift cards, especially at full-service restaurants. When digital and physical gift cards are

integrated in your point of sale system, you will increase check average and garner more repeat guests at your restaurant.

Digital gift cards especially are an innovation from modern POS systems. You may be accustomed to using physical, plastic gift cards, but digital gift cards allow customers to use their phones to cash in on their gift card money. The modern POS system will scan the code from their phone, and guests can check their balance anytime using the link stored on their phones.

Digital gift cards simply require guests to provide their email or phone number (which is automatically stored in the customer database) and select the amount they want to purchase. The digital gift card will be emailed or texted to the intended recipient. If purchasing a digital gift card for a friend, customers can select the amount, include a personalized message, and choose if they want the gift card emailed or texted to the recipient immediately or at a later date and time.

Whether a customer uses a digital or physical gift card, however, modern POS systems will store their information in a gift card report. Restaurateur's can examine all gift cards sold and transactions processed. This report can be used to analyze all active cards, including purchased date, initial value, most recent transaction date, the server who processed the last transaction, and the remaining balance, all broken down by card number or account ID.

7) Support

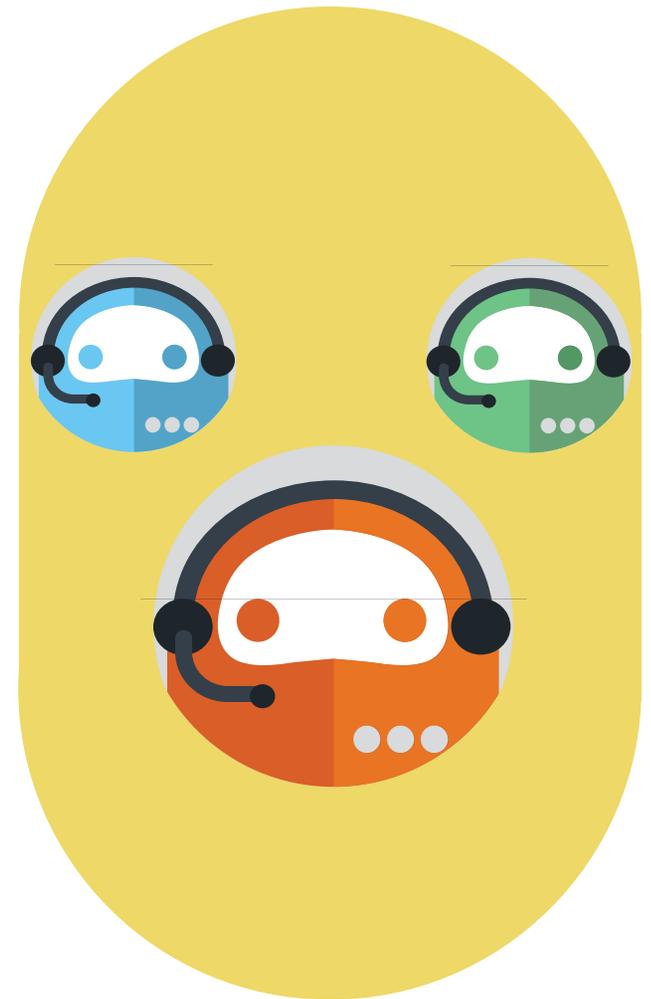
It's important that, once your restaurant has implemented a new POS system, you are able to get the support you need when you need it. If there's an issue, you need to know that someone will be available to help you solve that issue ASAP. Take some time to ask the POS vendor about the kind of support they offer.

How can you reach support when you have an issue?

There are typically two ways to contact your POS vendor when you need support: email and phone. If the POS vendor does not offer phone support, it will be difficult for you to get immediate help if you have a crucial issue. If your system goes down during your busiest hours and you can't get the help you need right away, it can negatively impact customer happiness and devastatingly impact sales.

What is included in support?

Some POS providers offer different types of support plans. These plans are similar to an insurance plan, designed to only cover specific issues. Read the fine print and carefully review what is covered by your POS provider's support team and how you can get the support you need for potential issues that are not covered in the plan.



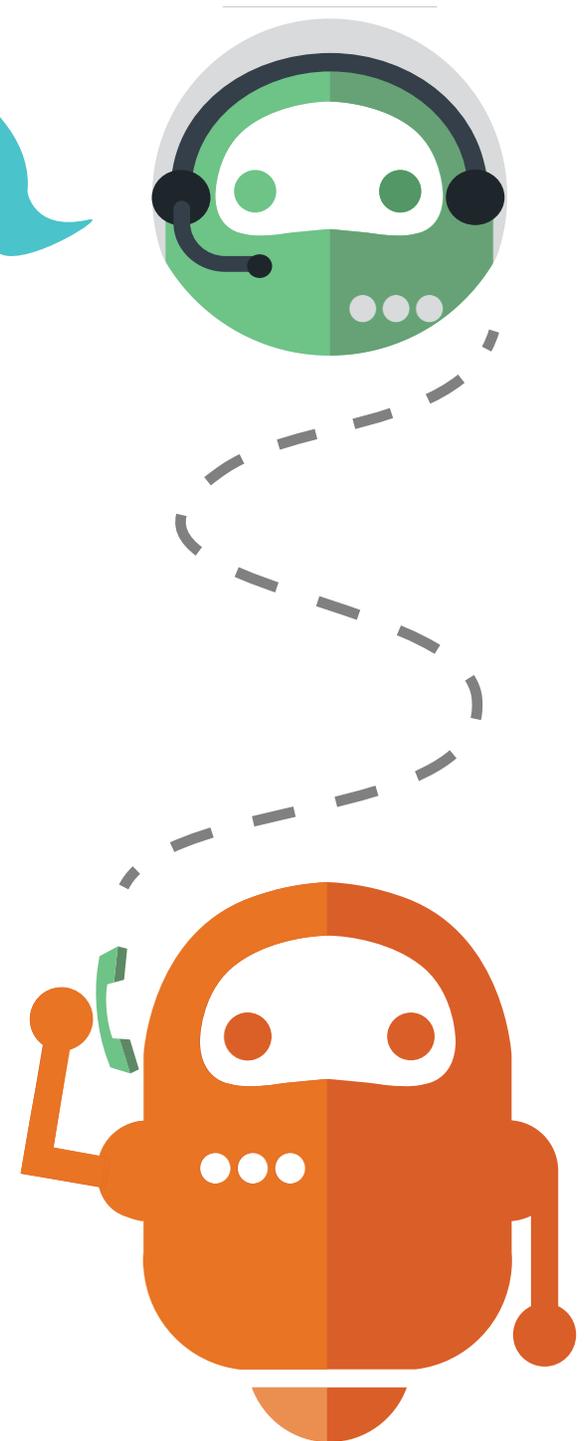
“Before you make the decision to purchase a POS, understand when you will have access to support and how that will impact your operations.”

**What are support’s hours?
Can you reach them on nights
and weekends?**

Most restaurants don’t operate on a 9 to 5, Monday through Friday schedule. Saturday and Sunday are likely your busiest days of the week. If you own a nightclub, your establishment is open well into the early morning hours. Before you make the decision to purchase a POS, understand when you will have access to support and how that will impact your operations if you need help outside of normal business hours. To complicate things, different time zones in the United States can result in an ill-timed problem going unassisted by support due to geographic location. This is why you should procure a POS provider with 24/7 support so that you’re covered around the clock.

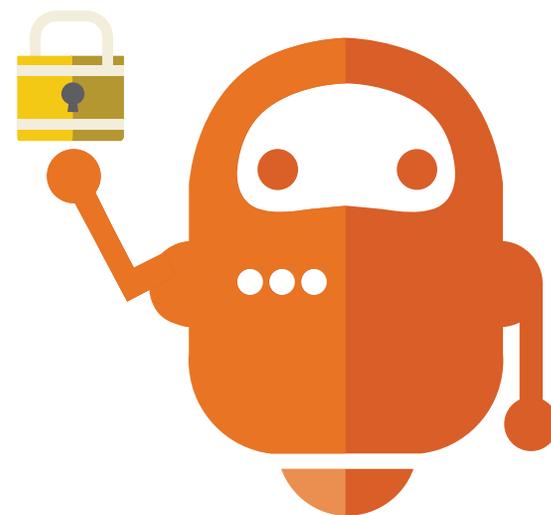
**Can you be assisted
remotely or do you need to
have an IT person on-site?**

If you have a modern POS system, the vendor can almost always provide support remotely by securely accessing your POS information in the cloud server. If you choose a traditional legacy system, it’s more likely that on-site help will be needed because the data is stored on a back-office machine, which can cost time and money that you can’t afford to give up. Make sure you fully understand what costs, if any, are involved with sending someone on-location to troubleshoot your system.



8) Security

Data is a powerful tool in the restaurant industry. It's also often sensitive and classified. The storage and protection of credit card data has been scrutinized in recent events, with hacker attacks in both retail and foodservice establishments. This section will help you understand areas of potential weakness in your POS system and important questions to ask the provider before making a purchase decision.



Encryption

In order to prevent data breaches and fraud, your POS system should encrypt data the moment a credit card is swiped. All sensitive data should also be encrypted when it is stored on your POS server, so it's nearly impossible for someone to access your database and steal classified data. How does the POS system encrypt data? Identify potential weak points by inquiring how and when credit card data is stored and encrypted in the system.

Who is responsible in the event of a data breach?

If PCI compliance is important to you, make a point of asking POS providers to prove that they are certified. Every POS provider should have strict security measures in place to protect your establishment from fraud, viruses, and data breaches. If legitimate security measures are in place, providers will likely agree to take full responsibility should any data be compromised.

Who has access to the server and the data on it?

Your system should allow you to restrict access to sensitive data. Anyone who is granted access to the data should be required to enter personal login information so you can track who is interacting with your data and hold the right people accountable if something goes wrong. Usually, data access is limited to management. Decide who should have access to data and lock down the system from everyone else (your POS provider should help you).

9) Pricing

Budget considerations were one of the first things you considered when outlining your requirements. While you should certainly make sure that you have the budget to afford the POS system and shop around to get the best deal possible, functionality, scalability, and overall quality should be top concerns as well.

There's a lot more to POS pricing than what is paid on day one. There are a number of things to consider when buying a POS system:

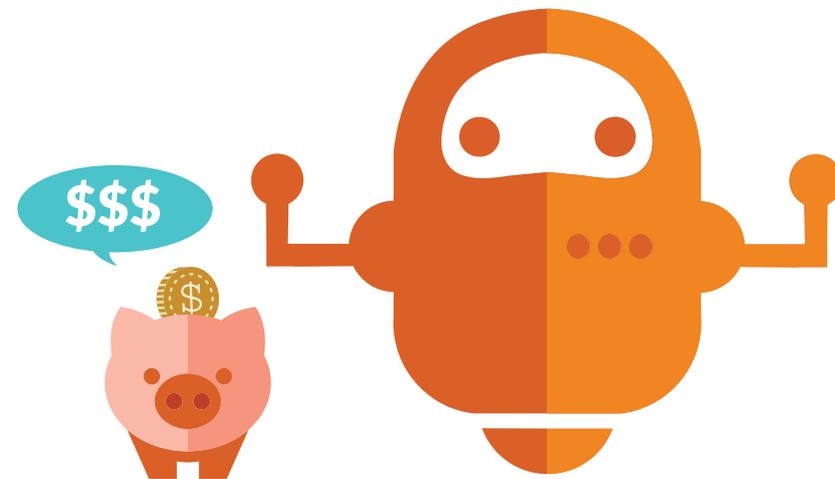
1) Upfront Costs

1.1) Traditional Model

Traditional systems and some large modern POS systems require you to purchase the system upfront. The upfront cost ranges from as low as \$3,000 to as much as \$50,000. As a result, you are not required to pay monthly fees. These systems also charge a software licensing fee that generally costs between \$500 and \$1500 a year. Whether the hardware is included in that upfront cost varies by provider.

1.2) Software as a Service (SaaS) Model

The SaaS model associated with modern systems requires monthly payments on a subscription basis. This "pay as you go" subscription model for POS systems typically ranges from \$50 to \$500 in monthly installments. In addition to a one-time installation fee, you would also need to purchase the necessary hardware to support the cloud-based software.



2) Long-Term Costs

Paying for a POS system requires not only the upfront costs, but also the costs you will be required to pay for the system in the future. Every provider is different, but these are some common long-term costs associated with POS systems.

2.1) Additional Features and Packages

Many POS providers offer add-on features at an extra charge. If there are any specific features that you think you may need in the future, make sure you are aware of the costs associated with those features before you make a purchase. Consider a system that will not only be able to accommodate your needs now, but also scale with your business as it grows. Be sure to factor in the cost of new locations, a loyalty program, online expansion, more staff members, etc. Think long-term so you don't find yourself juggling a different vendor for each additional feature or module.

Legacy systems are not cloud-based and updates can cost as much as 20% of the original system, but may only be needed once per year.

2.2) Updates

System or software updates can be a significant long-term cost, particularly if you decide to purchase a legacy POS system. Since legacy systems are not cloud-based, updates require an IT worker to be on-site. This can cost as much as 20% of the original system, but may only be needed once per year. Cloud-based systems typically release updates and bug fixes more regularly, meaning more up-to-date software. Better yet, the updates are automatically downloaded to all connected devices via wifi with no need for an on-site technician. Usually, cloud-based providers do not charge additional maintenance fees. Educate yourself about the cost associated with system updates and how frequently updates are required.

Other Potential Fees

- Support
- Installation
- Training
- Menu setup



10) Working with a Provider

When you purchase a POS system, you are also entering into a potentially long-term relationship with the POS provider. The vendor will likely be responsible for completing the installation, training you and your staff, making updates to the system, and providing long-term support.

As is true for any partnership, it's important to pick a POS vendor that you feel is trustworthy and will work to make your business successful. Choose a vendor who is dedicated to providing the best POS system and service possible and is constantly innovating. There is no way to guarantee that your POS provider will prove a reliable and dedicated partner, but if you pay careful attention to how you're treated throughout the buying process and make a point to talk with some existing customers, it's possible to get a sense for what's to come.

11) Conclusions for Moving Forward

Buying a modern POS system for your restaurant may involve a long vetting process, but the ends justify the means: more streamlined operations, better visibility into your business, and more sales over time.

The main thing to remember, however, is what you shouldn't do. You shouldn't partner with a POS provider that treats your restaurant as just another client. You shouldn't buy a POS that doesn't offer frequent software updates to enhance security and performance. You shouldn't invest in a POS that won't do amazing things for your restaurant in the future. Finally, you shouldn't buy a POS that you don't think will ultimately makes your customers, your staff, and yourself happier.

Give yourself less to worry about and more to be happy about by choosing the right POS for your restaurant to ease transactions, gain crucial insight, and ensure a streamlined operation for your establishment.



Ready to get a
modern POS?

Schedule a free demo
pos.toasttab.com/demo