

POINT OF SALE SYSTEM MOVES THE UNIVERSE

As busy and successful as your business may be, have you ever considered there may be ways to further improve your systems? Universal Pizza have done just that with fantastic results.

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While there is ongoing rivalry and debate between the states and territories as to which capital city is the best to live in, there is no doubt that with its exciting aromas of Italy, Melbourne's Lygon Street is amongst the top of the list of streets for fine restaurants.

Along Lygon Street, competition to earn a reputation for delivering the best food and service is at its peak and for a restaurant to stay at the top of the list is no mean feat.

Universal Pizza was established by father and son team Alfie and John Mercuri over 30 years ago and since then it has become a well known landmark of Lygon Street. Hard work, excellent service and an understanding of their customers' needs has enabled Universal Pizza to thrive in an industry where survival can sometimes be short lived.

This busy restaurant operates 7 days a week and opens from 11.00am until 4 or 5.00am the next day.

Until recent times the restaurant ran on a manual docket system with orders being written by hand, passed through to the kitchen and tallied up at the end of the meal when the customer called for the bill. Not the most efficient or profitable of systems when, at busy times, it is easy for staff to miss adding items to customer bills.

Twelve months ago Alfie and John Mercuri decided it was time they invested in a POS system that would suit their style of operation, improve service and increase the overall profit and accountability of the restaurant.

After looking at several PC solutions they contacted Australian Point of Sale, the agent for Uniwell hospitality systems in Victoria.

"Australia Point of Sale was able to precisely understand our business requirements," Alfie stated.

"We decided to go with a Uniwell ROM-based Point of Sale System, with its greater stability for our rigorous and busy business demands."

Alfie decided on the Uniwell DX890 touch screen system in conjunction with three Orderman purpose built handheld waiter order entry units and bar, kitchen and pizza printers.

"Australian Point of Sale programmed the system to meet all of our needs and provided training for our staff on the operational aspects and programming of the system.

"The system has been up and running now for almost 12 months and we know we have made the correct decision," Alfie says.

"APS provide excellent backup and support and we have a comprehensive system that is easy to use and easy to program."

Alfie explains the changes to the restaurant were apparent as soon as the system went live. Being able to transmit orders directly



to the kitchen saves time and enables their busy periods to pass with ease. The work load is now less labour intensive which saves on casual staff and allows them to spend more time with their customers.

Alfie explained, "The final customer bill is available on demand and can be quickly presented to the table. With the old manual docketing system we would spend so much time adding up the total when the bill was called for.

"The amount of wastage has been reduced drastically. Sales have increased through little things, like staff no longer spending much of their time in the kitchen talking to the chef. They are now out talking to and serving customers instead.

"We are now able to track what staff are selling and use this as an incentive to improve staff sales turnover, plus we run with one less staff member most nights. The turnover time for the tables has also greatly improved.

"Our customers are happy with our service. The bills are readily available for customers, clearly detailing every order placed on the bill and the staff are delighted with the user friendly system. The Handheld solution has definitely improved many areas of our business."

"We are looking at opening another restaurant upstairs in the near future and we will be installing the same POS solution," Alfie added.