Frequently Asked Questions

What is Dinerware?
Dinerware is an easy-to-use, reliable, point-of-sale (POS) table service system for restaurants of all sizes. Designed by a former Microsoft executive, Dinerware is a Windows product based on a state-of-the-art SQL Server 2000 database. Dinerware is designed to be the most affordable and advanced POS option available today.

Why does my restaurant need a POS system?
The cost of human error is considerable. Dinerware helps you control and track sales, costs, labor, taxes, and the thousands of other little details upon which your profit margin is based – without taking up large amounts of your valuable time.

POS systems can be expensive. How do I manage costs with Dinerware?
All of Dinerware's management functions are available on any workstation, so you will not need a separate back office computer. Save costs and keep your manager on the restaurant floor. Also maintenance is easy and lowers the long-term cost of ownership. And Dinerware is priced comparatively to electronic cash register systems.

There are a lot of restaurant POS systems on the market. Why is Dinerware better?
Dinerware thinks like a restaurant manager, so you don't need to waste time trying to think like a software engineer. Most POS systems are designed based upon outdated point-to-point technology, which makes them prone to crashes and data loss during your busiest times. Dinerware's sophisticated three-tier SQL technology makes it significantly more reliable than most POS systems. The easy-to-use interface is intuitively designed for added cost savings.

A lot of POS systems claim to be easy to use. How easy is Dinerware to use?
Most users can be trained in about 10 minutes to use the basic floor functions – setting up tickets, placing orders, splitting tickets, etc. Most restaurant managers find that they can set up their menus, discounts, and policies in a single afternoon. And, make quick changes to menu items.

My restaurant moves very fast. How complicated is it to do things like split tickets?
Your servers can split tickets, share menu items, and add special requests to tickets in a single step. All of the tools you need are right there on the order screen.

We had a busy night last night, and our old POS system crashed! Will this happen with Dinerware?
Dinerware is designed for high reliability. Our three-tier system is the most stable on the market. *This means that Dinerware won't crash just because you have a busy Friday night*.

Find out more at www.dinerware.com.

My restaurant is growing fast. Will Dinerware expand to meet the needs of my business?
Dinerware can be used for any restaurant, large or small. As you expand your menu, build your staff, and add new locations, Dinerware makes it easy to grow.

My restaurant has new specials every day. How will Dinerware track sales of these?
With our Fresh Sheet function and an investment of mere minutes of your time, Dinerware will keep track of how many pre-made specials are left and provide easy-to-generate sales reports
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I want to track sales over a long period of time. How long will Dinerware store my data?
All of the data you enter in Dinerware remains available, always. So if you decide in five years that you want to run a report on today's sales, you can do it easily.

I worry about security. If Dinerware is running on easily accessible terminals, how can I protect my important data from unauthorized users?
Dinerware makes it easy to restrict access in any way you choose. You can require a PIN code, set access capabilities individually for each user, or establish automatic system time-out.

How will Dinerware help me keep track of my employees' time?
Employees are automatically clocked in when they log into Dinerware. When they clock out at the end of the shift, Dinerware provides each user with a daily personal activity report, complete with tip totals. You can even send messages to staff on the Personal Page. Your manager has full access to all of this information through easy-to-generate reports.

How difficult will it be to upgrade my Dinerware system?
Upgrades are easy in Dinerware, and upgrading won't disrupt your business. We recently upgraded a restaurant in the middle of a busy Friday night's service!

If Dinerware offers so many features, why is it so affordable?
Dinerware is based upon the most up-to-date technology available, and is tailored to your restaurant's specific needs. We care about your success, so we designed Dinerware to be the most affordable, flexible, and reliable system on the market.

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