Maitre'D®

Table Service

Maitre'D for Table Service Restaurants

Maitre'D counts thousands of TSR customers among its customer database. Many restaurants and restaurant chains are finding the benefits of our software solutions, regardless of the nature of their operations, be it fine dining or casual dining, bar, delivery or all of the above! More importantly, our customers can enjoy their Maitre'D systems for years and years ahead, since we constantly invest in our solutions and integrate the latest technologies.

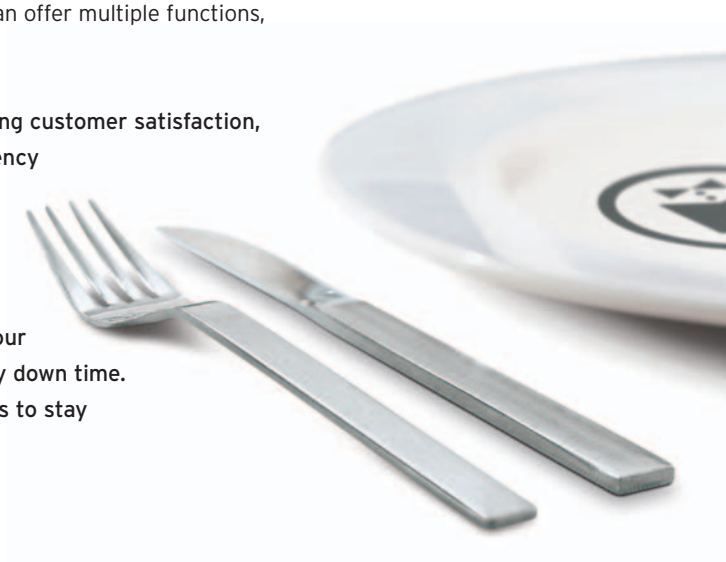
Make your system yours

To help better meet specific operational needs, decrease training costs and increase efficiency, Maitre'D offers flexible configuration of screens and screen flow, per employee and/or operational divisions. In other words, the flexible configuration of our systems can save you some money and empower your staff with the tools they need to provide your guests with an outstanding dining experience. Since Maitre'D has an open architecture, you can add nearly any device or solution to your system for additional control and efficiency, such as a camera surveillance system or handheld wireless terminals.

Exceed your customers' expectations

Maitre'D offers many features that will help you give your clients exactly what they want: exceptional service. A multitude of configurable functions are available to help your staff better meet each one of your customer's needs and accommodate even the most out-of-the-ordinary orders! As any terminal can offer multiple functions, you and your staff can optimize the use of your system.

- The Handheld POS solution allows your staff to take orders at tableside, increasing customer satisfaction, and provides managers with mobile access to manager functions for more efficiency
- "On the fly" modifiers allow wait staff to enter any customer's specific demand
- Order Hold and Fire capability allows servers to have more control over the timing of each course service
- Flexible options for customer check or item splitting
- Built-in redundancy will not only prevent potential disasters but will also allow your staff to continue serving your clients, since your business will not experience any down time.
- Manager workstation functions and Auxiliary Back-Office access allows managers to stay on the floor at busy periods



Floor Management

The Floor Management module is yet another tool that will help you improve customer satisfaction and enhance your guests' experience. This module includes a unique "Status Indicator" function that will help you guarantee a certain level of service to your clients. The Status Indicator specifies whether each table is being serviced in time according to preset standards for each level of service through simple color coding, helping your staff prioritize and provide great service to each guest. A few features include:

- Manage the waiting list to show your clients how important they are the minute they walk through the door
- Distribute customers equally among wait staff and tables to ensure the quality of service
- For ease-of-use, Maitre'D can show employees their sections only
- The "Status Indicator" screen can become a screensaver for easy and quick reference
- Drag, drop & stretch functions for simple floor plan creation and on the fly modifications

Discover business intelligence

With hundreds of reports and the option to customize or create your own reports, there is no limit to the availability of knowledge on your operations. Maitre'D will provide you with all the tools you need to make your business successful. Here are just a few...

- Speed of service reports will help you measure the performance of your staff
- Detailed reports on voids, discounts and promotions
- Real-time offsite reporting via Internet through the DataBoard solution
- Customized reports lists will give you direct access to a list of reports that you need on a regular basis
- Automatic end-of-day process
- Centralized menu management with Maitre'D e-Global application to ensure quality standards are met in all locations

More from Maitre'D...

Frequent Diner – Time & Attendance – Inventory & PO management – EFT with IP credit & debit card processing – Accounting & Payroll interfaces – Gift Card interface – PMS interface – and much more!

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