

HOSPITALITY ORDERING

The Hospitality Ordering module provides a complete online system for those managing hospitality services to single or multiple locations.

Clients using this module will typically manage a serviced office, a conference centre, an outside catering company, or work within a facility that has significant meeting and conference room hospitality requirement. The module provides an online platform for customers to place an order, and includes all of the online processes for a hospitality team to manage that order internally. This is a secure/password protected system, offering added peace of mind.

Key module features include:

- Menus and tariffs can be changed at the click of a button
- Approve or reject orders with optional reasons
- Kitchen production reports and delivery notes
- Automatic electronic invoicing, synchronizing with IndiCater Finance & Profit Manager module (optional)
- Charge to cost centers and/or pay by credit card or by invoice
- Customer order status view
- Optional preset delivery times
- Special promotions

The Hospitality Manager module protects the bottom line. It ensures everything ordered is invoiced, that customers can trade up when made aware of special promotions, and that menus and tariffs are changed in line with prices, seasonality and availability.

As a web based system, Hospitality Manager can be accessed remotely 24/7. Licensed on a monthly basis, Hospitality Manager can be linked to other IndiCater modules and applications at any time.



Key Functions

OVERVIEW

Hospitality ordering was originally designed for contract caterers. Clients use the system to request buffets and beverages for on-site meetings. The module has evolved extensively and is now used by event companies for their customers use. An online payment has made the module ideal for public venues such as the Royal Albert Hall taking online payments for box catering.

NEW: Advanced filtering within Hospitality Ordering Reports

CUSTOMER RECORD

Set up by client or by customer, 20+ data capture fields including default delivery location and contact details.

ORDERING & CHECK OUT

Features include Menu and T&C's look up; default delivery location and contact details data store; shopping basket order process; charge to cost centre and/or pay by company credit card and/or any credit/debit card payment; status of current view; and customer satisfaction survey option per order.

KITCHEN MANAGEMENT

This enables the kitchen to view orders by summary view and by consolidated production reports by kitchen food area. Orders can be tagged as dispatched individually or in bulk, and delivery notes created for each one. Additional tools include future orders report; menu creator including layout priority and allergen tagging tool; and order cut off time set up.

COMPANY MANAGEMENT

Option to approve all or selected order categories, done by location or to be passed to the kitchen with automatic approval. Reports include customer feedback; sales by customer; sales by menu; KPI's.

CUSTOMER FRONT END

A 'skin' overlaying the default ordering set up can replicate a client's existing house image, brand and style.

NEW: Hospital Patient Feeding Process with recording tool using Tablets.

COMPANY STRUCTURE

Clients can be set up with either a single kitchen for a single location, or with multiple locations with a single or multiple kitchens.

NEW: Room booking calendar feature

VIRTUAL DELI

This is an alternative ordering system, offering customers the ability to top up a frequently used account by credit / debit card. This system is ideal where pre order of café/deli items reduces length of queues at key service times. Items are pre ordered & pre-paid.