

Walt's
Pub & Grill

Walt's
Other **PUB**

Back of House Consultation Report

JUNE 2024

BACKHOUSE

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Overview

Walt's and Walt's Other Pub in Lafayette are two locations in the Lafayette, Indiana, area. Locals enjoy both establishments for their inviting settings, diverse menus, and friendly service, making them staples in the Lafayette dining scene.

What's Next?

With the upcoming expansion of two new locations, the goal is to enhance the menu offerings, accommodate more off-premises customers, and streamline internal processes. To accomplish this, ownership plans to transition to a modern cloud-based point-of-sale system.

Feature Necessities

- Cloud Based Reporting
- Remote Access
- Online Ordering
- Gift Cards
- Website Builder
- Multi-location Management

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BACK OF HOUSE

Considerations: Point of Sale

Top priorities to consider when selecting a POS provider::

1. Scalability

- a. Centralized Management: Look for features that allow centralized control and monitoring of all locations from a single interface.

2. Ease of Integration(s)

- a. Flexibility to integrate with new technologies and third-party applications as needed.

3. Robust Reporting and Analytics

- a. Sales Reports: Detailed sales reports by location, item, and time period.
- b. Operational Metrics: Insights into labor costs, inventory levels, and other operational metrics.
- c. Customer Insights: Data on customer behavior and preferences to inform marketing strategies.

4. Reliability and Uptime

- a. Minimal downtime to avoid disruptions, but offline functionality if needed

5. Customer Support

- a. Availability: 24/7 customer support to address any issues promptly through multiple channels (phone, email, live chat) for convenience.

6. Employee Management

- a. Tools for creating, managing, and tracking employee schedules.

7. Customer Experience

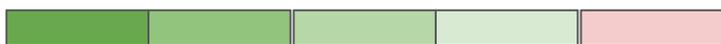
- a. Loyalty programs, ease of use for online ordering, payments, etc.

8. Payment Processing

- a. Multiple Payment Options: Support for various payment methods (credit/debit cards, mobile payments, etc.).

	Toast	SpotOn	Focus POS	Heartland
Scalability	Highly scalable, supports multi-location setup	Scalable for small to large businesses	Customizable for various sizes	Scalable, suitable for small to large
Ease of Integrations	7Shifts / Hotschedules MarginEdge / Marketman / Craftable QB / R365 Olo / Checkmate	7Shifts / Hotschedules MarginEdge / Craftable QB / R365 Checkmate	Hotschedules MarginEdge QB / R365 Olo / Checkmate	Limited in comparison Craftable / Marketman QB / R365 Checkmate
Reporting & Analytics	Comprehensive reporting tools, real-time insights	Comprehensive reporting tools, real-time insights	Basic reporting features, tracks trends, ROI on rewards	Basic reporting features when it comes to tracking sales, labor and menu reports
Reliability & Uptime	High reliability, designed for restaurant environments. Offline mode.	Router will automatically switch to cellular data when wifi is down	Reliable with high uptime, suited for busy environments	Reliable, used widely in the restaurant industry
Customer Support	24/7 support via phone and web messaging	Highly rated support on all review sites	24/7 phone and email support, national dealer network	Neutral reviews "Easy to get in touch with"
Employee Management	Integrated payroll, team management features	SpotOn acquired staff management app Dolce and converted it to SpotOn Teams(2021).	Basic scheduling & labor reporting	Offers time tracking tools, scheduling capabilities, and payroll management
Customer Experience	Multiple ordering options, loyalty programs, customer profiles	User-friendly interface, review management, loyalty programs	Customizable customer-facing options	Customer intelligence suite, personalized marketing
Processing	2.49% + \$0.15 Custom Offer Interchange+	1.99% + \$0.25 <i>*Some local groups 3rd party processing abilities</i>	Varies, custom-quoted Some complaints after Shift4 acquisition	Interchange-plus pricing, variable rates
Things to Consider	Likely have a dedicated RSM with multiple locations	Offer Review management, employee management, & are payment agnostic	Acquired by Shift4 - May 2023	Payment company who acquired a POS company (Mobile Bytes, 2019)

Great ← ————— Not Favorable



BACK TO HOUSE

Recommended POS: Toast



Toast POS combines cloud-based software, restaurant-grade hardware, and transparent payment processing all in one place.

WHERE IT EXCELS

Highly scalable, integrates with various third-party apps, and offers comprehensive reporting and customer management features. It is known for high reliability and excellent customer support, making it a strong choice for restaurants.

THINGS TO CONSIDER

Higher upfront cost compared to other POS systems due to proprietary hardware.

SPECIFIC TO WALT'S

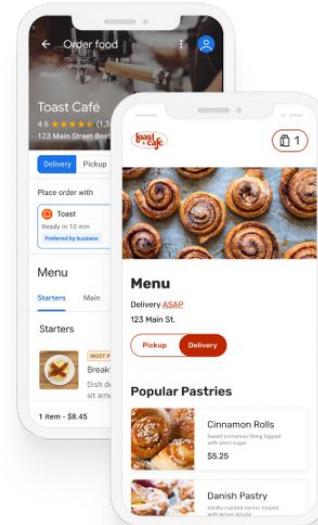
Website services

Online Ordering

3PD Integrations

Giftcards

Suspicious Reward Reporting



Recommended POS: SpotOn



SpotOn POS is an end-to-end solution that meets you where you are, offering white glove installation and training to set you up with software that's right for you.

WHERE IT EXCELS

SpotOn provides robust reporting, flexible integrations, and excellent customer support with a scalable model suitable for both small and large businesses.

THINGS TO CONSIDER

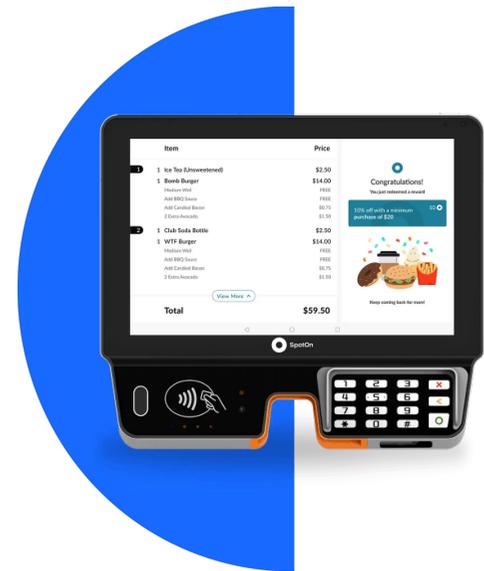
You can opt-in to the specific features that you need, but each module has its own cost.

SPECIFIC TO WALT'S

Online Ordering

3PD Integrations

Giftcards



Recommended POS: Focus POS



Ask about

Focus POS is tailored for restaurants and bars, offering custom solutions that can include various integrations and advanced features like kitchen display systems and loyalty programs. Pricing and contract details are typically custom-quoted.

WHERE IT EXCELS

Cloud-Based ERP Solution, empowering retailers to track purchase orders and payments, manage real-time inventory data, loyalty programs, sales analytics, and more through a unified platform.

THINGS TO CONSIDER

Was acquired by Shift4 in early 2023. Tend to be sold by local resellers.

“Despite its scalability, there may be limitations to consider. For instance, businesses with extremely high transaction volumes or complex operational workflows may require additional customization or third-party integrations to achieve optimal scalability with Focus POS” [Source](#)

Cannot be easily accessed remotely.

SPECIFIC TO WALT'S

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Walt's
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BACKHOUSE

	Epos Now	Revel	Lightspeed U Series (Upserve)	Rezku
Scalability	Highly scalable, supports multi-location setups	Highly scalable for large enterprises and multi-location setups	Scalable from small to large businesses	Scalable for small to medium-sized businesses
Ease of Integrations	Minimal Integrations	Various restaurant tech partners	Various restaurant tech partners	Limited restaurant tech partners
Reporting & Analytics	Advanced reporting features, customizable reports, real-time sales data	Comprehensive reporting and analytics, including real-time data and custom reports	Detailed reporting and analytics with real-time data, custom reports, and comparative analysis	Strong reporting and analytics features with real-time updates and customizable reports
Reliability & Uptime	Not enough info	Not enough info	Struggled with uptime during the merger	Not enough info
Customer Support	24/7 support via phone and email, live chat available, extensive resources	24/7 support with dedicated account managers, extensive online resources	24/7 support with live chat, phone support, and comprehensive documentation	24/7 support via phone and email, live chat, extensive knowledge base and resources
Employee Management	Built-in time clock, track employee schedules and performance, custom permissions	Advanced employee management including scheduling, payroll, and performance tracking	Employee scheduling, time tracking, performance reports, and role-based permissions	Employee scheduling, time tracking, performance management, and role-based access
Customer Experience	Customizable loyalty programs, customer profiles, branded loyalty cards	Advanced customer experience features including loyalty programs and personalized marketing	Comprehensive customer experience tools including loyalty programs, CRM integrations	Strong customer experience features with loyalty programs, custom marketing, and CRM integrations
Processing	Flexible payment options including third-party processors, competitive rates	Supports multiple payment processors with competitive rates, in-house and third-party options	Versatile payment processing options with competitive rates, multiple processors supported	Flexible payment processing options with support for multiple providers and competitive rates



Next Steps

1. Discuss each POS option in more detail and decide which system(s) will move to the next step.
2. Meet with the selected companies to go through product demonstrations
3. Decide which POS makes sense and enter price negotiations.

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Want to learn more?

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Have questions?

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