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Environment flexibility

The Pan-Asian Canadian chain Spring Rolls (www.springrolls.ca) is in a unique position when it comes to streamlining restaurant ops: it has both full- and quick-serve locations (the latter called Spring Rolls GO). Spring Rolls GO is using ASI's Restaurant Manager (www.rmpos.com) and Crystal Mind's (www.crystal-mind.com) Kitchen Video Display Unit.

"Restaurant Manager we have been using for a long time; the kitchen display system is at one location," says Thai Hua, Spring Rolls' president. The KDS has enabled Spring Rolls GO to drastically increase kitchen speed and efficiency. "In the past we used a bill and they [employees] picked it up, would sick on the line, and start executing. With the kitchen display, it doesn't matter how far away you are, you can see it even if you are away from the kitchen display. You don't have to go back to your station."

Both of these solutions are flowing over to Spring Rolls' full service locations (Restaurant Manager already in use, with the kitchen displaying being tested).

Hua praises Restaurant Manager's flexibility in timing the delivery of food and meal-parting a specific order; in fact it's one of the main reasons why this solution was chosen. If a customer orders an appetizer and a main course, for example, servers can delay the preparation of the entrée based on the time it takes for their customers to consume their first course. "The key to fine dining is to have a lot of selections, but one of the challenges is, how do you get them to come out at same time? The timing of the product gives customers consistency of service and you can control different parts of the kitchen."

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