

# TCPOS



Professional EPOS Solutions for the Hospitality Industry

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## Professional EPOS Solutions for Hospitality

TCPOS is a brand of TCPOS AG, a leading company in the IT industry.

TCPOS AG designs and produces application solutions for hospitality and retail businesses. TCPOS AG's mission is to provide advanced tools, specialist skills and the highest level of support services for all businesses in the sector.

TCPOS AG has offices in Italy, Switzerland and Germany and distributes and supports its solutions through a network of skilled business partners in France, United Kingdom, Austria, Portugal, Poland and The Netherlands.

Mirific Services is a UK Business Partner of TCPOS AG.

TCPOS is a suite of software solutions designed to provide powerful and flexible tools to the food service and retailing industry: from canteens to fast food, from high class fine dining restaurants to large and complex retail chains. Hotels, Public Houses, Restaurants, and Clubs – both night and recreational.

TCPOS solutions aim to for the maximum optimisation of all key tasks in the business: the operational requirements of single stores as well as the management control activities and analysis required by the head office. The flexibility of the system allows managing multiple stores with complex and differing requirements.

Sales data can be captured to produce exhaustive reports and analysis, essential for the successful management of any business.

Sales activities and promotions can be effectively initiated directly by the office in real time.

TCPOS is the result of the extensive research and experience in the food service by TCPOS Group. Established in 1994, in the research and development centre of Lugano, TCPOS solutions immediately won Swiss business, traditionally one of the most exacting in the food service and retail industries.

There are now 1500 leading European companies in catering, fast and traditional food service industry using TCPOS technology to ensure a powerful, flexible and round-the-clock support to over 4500 stores all over Italy, Switzerland, France, Germany, the United Kingdom, Austria, Portugal, the Netherlands and Poland.

*TCPOS enables you to monitor and measure every aspect of the business;  
if you don't monitor it you can't manage it.*

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## **What's your business?**

### ***Hotels***

All items are charged correctly to the customers bill, whether restaurant bar or room service; eliminate paperwork and associated errors. TCPOS interfaces with many PMS systems and the customers bill can be viewed in real time. We will always seek to interface with PMS and accounts systems where such interface does not already exist.

To help manage staff, TCPOS provides a presence control whereby staff log in and out and an accurate track of hours worked is maintained.

### ***Restaurants***

TCPOS ensures that the Chef always has clear instructions with legible and precise notification of any modifications to the dishes. Staff are always prompted to input cooking instructions and can add any additional notes needed.

Tables are managed easily; colour coded for status, merging, and transferring. Bill splitting can be done in any way and can be settled in multi payment types, e.g. cash, credit card or cheque.

Using the handheld wireless PocketPos, waiting staff do not have to leave the guests to place orders, and can therefore attend to more guests at a time. This adds value to the customers perception of the standard of service and at the same time leads to increased turnover.

### ***Publicans and Breweries***

TCPOS is ideal for the busiest of bars; transactions are simple and extremely fast; errors eliminated. The buttons you see are the ones you need.

Training is unbelievably fast – minutes, not hours – so even the latest recruits are productive from the beginning; the whole system is intuitive and the whole system is totally reliable. Prices are infinitely variable between tills and can be automatically changed by time, so if you want a happy hour you don't have to worry about anything; tell the system in advance and everything takes care of itself.

Every transaction is fully recorded in detail providing a full audit trail as to who did what and when.

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## **What's your job?**

### ***Bar staff***

This has got to be the simplest and most use friendly system you will have used....you only see the buttons you need so if you see it, touch it....it's that simple.

### ***Waiting Staff***

Orders are easily, quickly and above all accurately taken and transmitted directly to the kitchen or bar and you can add notes for the Chef direct from the terminal, whether it is a hand held wireless one or a till. No more having to write things down and take it by hand.

### ***Chefs***

No more illegible orders from the front of house; everything printed speedily clearly and accurately to the kitchen, even additional notes and cooking instructions.

### ***Bar Manager***

Everything is fully recorded so that you can see which staff did what and when. You can easily see what your busy periods are so that you can allocate them at those periods.....more productivity and less cost when staff aren't needed. You can also see precisely what you are selling so that you will know what you need to order.

### ***Hotel Manager***

Fast, and extremely reliable due to the Oracle database, TCPOS allows you to train your staff in minutes and leave you to manage and allowing you the time to interface with the customers. A wealth of information is available on what you are selling allowing you to have the right stock in place when you need it and increasing your level of customer satisfaction.

Every item appears correctly on each customer's bill with detailed information thus reducing disputes and speeding up settlement.

### ***Finance Director***

Designed to cover multiple sites, full sales information is speedily available down to the lowest level, e.g. a particular till and operator Group wide reporting is taken care of by replication and control of operational activities is determined by you.....what you want your managers to do at a local level or what you want managed from the centre.