

## INDUSTRY: Bar / Restaurant

### **The Challenge:** *Upgrade an older ECR system*

Le Mile Public House is a cozy neighborhood bar/restaurant with a cool but welcoming vibe in Brossard, that of a picturesque suburb of Montreal, Canada. The restaurant is favored by locals and visitors for its “melt in your mouth tasty” braised short ribs, “well cooked” fish, large beer selection and specialty drinks served in mason jars.

The restaurant is bustling with diners from open to close and it doesn’t accept reservations, so there were often waits for tables, especially during peak hours and weekends.

Le Mile Public House needed a way to speed up its operations and turn tables faster, so it began exploring point-of-sale solutions to increase customer throughput, give servers a few more minutes to spend with each table and boost its overall bottom line.

After exploring several options, the Le Mile Public House selected the Maitre’D software and the Touch Dynamic Breeze All-in-One system hardware. The restaurant purchased four Touch Dynamic terminals and cash drawers, Star Micronics printers and a kitchen display.

“The Touch Dynamic Breeze All-In-One was the best hardware choice for Le Mile Public House because it addressed all of their concerns and then some,” said Craig Paritz, President of Touch Dynamic. “The touch screen is easy to read and use, which improves employee accuracy while inputting the orders and processing payments. And the unit can be customized with different peripherals, making it an ideal setup for even the busiest restaurants and stores. The restaurant staff never needs to worry about repairs, because we have a large network of service centers to assist our customers any issues that arise.”

Le Mile chose the Breeze All-In-One Terminal, equipped with the Atom Dual Core D2550 1.86 Processor and POS Ready 7. The new setup includes a 15” LED LCD touch screen, integrated credit card reader.

The restaurant also selected the Touch Dynamic CD-BL-1616 cash drawer and the Star Micronics TSP 650 Resto printer completed the package.



**Mile**  
PUBLIC HOUSE

### OBJECTIVE

- To speed up its operations and turn tables faster

### INSTALLATION

- Touch Dynamic Breeze All-in-One
- Maitre’D Software
- Star Micronics Printers and a Kitchen Display
- Touch Dynamic Cash Drawer

### RESULTS

- Climb in Profits
- Rave Reviews from Employees and Diners
- Recouped the Cost of the Solution in the First Six Months
- Less Back and Forth to the Kitchen
- Servers Can Spend More Time at the Tables Serving the Customers

*“Since we started using our new Touch Dynamic / Maitre’D system, lines are noticeably shorter”*

*“Our customers are happy that they are seated faster and our servers are earning more tips”*

## The Solution: *Implement an Enterprise-Wide Point of Sale*

“We spent a lot of time looking at the different options and we were drawn to the flexibility of the Breeze All-in-One and the reporting capabilities of Maitre’D,” said Ahmed Chaaban, owner of Le Mile Public House. “The new system had to be durable enough to handle our busy operation but also offer enough functionality so that we don’t outgrow it six months down the road.”

Once the new solution was set up, it was fast and easy to train the restaurant’s employees. It only took two days before the system went live, after a one-day setup and training session for the Le Mile staff.

Six months after installing the system, the restaurant has seen its profits climb and received rave reviews from employees and diners. It’s been so successful, Le Mile has been able to recoup the cost of the solution in the first six months of operation.

Servers are now able to take orders and transmit them from the POS terminal directly to the new video display in the kitchen, which allows kitchen staff to start preparing meals immediately after they are entered into the system. Less back and forth to the kitchen gives servers a little extra time at each table, reviewing specials and upselling diners on drinks, sides and desserts.

Managers who are offsite can review the reports and see sales, inventory levels and bar inventory controls. They can monitor the number of beers poured vs. how many have been charged, or if bartenders are over pouring liquor, which helps control costs and pinpoint questionable activity.

“Since we started using our new Touch Dynamic/Maitre’D system, lines are noticeably shorter,” said Mr. Chaaban. “Our customers are happy that they are seated faster and our servers are earning more tips, so our new POS system has been a win for everyone



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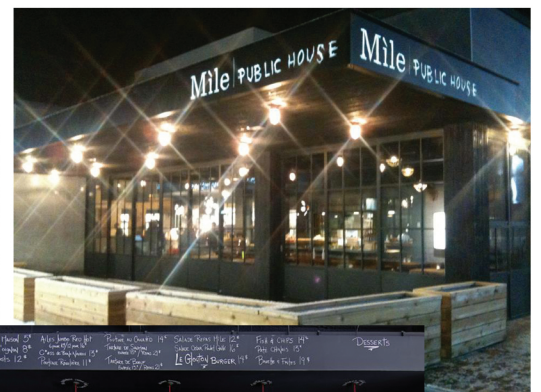
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