



Bringing the Feeling of Familia Back to La Casa de los Abuelos

La Casa de los Abuelos is a chain of family-owned Mexican restaurants founded in Cancun Quintana Roo in 2011. This chain has locations throughout Mexico, including Cancun, Merida, and Yucatan. La Casa de Los Abuelos is known for its tasty Mexican food with the homemade touch of suburban Mexico and the locals 'grandparents' houses.

While the restaurant offered popular homestyle cooking, the staff struggled to get orders out promptly. This was due to the restaurants' outdated system of printing orders on tickets and submitting them to the kitchen. The kitchen display system (KDS) ran extremely slowly and even caused many orders to be missed. Customers started to complain about the long wait times, and the restaurant was not seeing customers return.

Luis Acosta, a Sales Manager for Touch Dynamic, states, "The people of Mexico have a rich history and connection to their 'abuelos' (grandparents) recipes and cooking. Thinking of our abuelos in the house, cooking a family meal is comforting to us." But yet with slow wait times, they could not provide this experience or comfort in their restaurants. In order to provide this level of service, the chain realized it needed an update.



Customer

La Casa de los Abuelos

Objective

To increase the efficiency of the kitchen and the overall ordering process

Installation

- 40 locations throughout Mexico
- Each location has 1 Qk22 and 6 Acrobats all with Android 9
- Kitchen Display System (KDS)

Implementing a Faster More Efficient KDS

Touch Dynamic supplied 40 La Casa de los Abuelos locations with one Qk22 all-in-one touchscreen computer with Android 9, six Acrobat all-in-ones with Android 9, and implemented a KDS system on their terminals for the kitchen staff to use. This KDS system offered functions including, meal coursing, routing and delayed routing to the appropriate station, meal pacing, recipe viewer, and capacity management. It also accommodates menu items with shorter cook times, balancing food prep so that all items in an order can be served at the same time. Half of the installation was completed in 2021, and the remaining half is scheduled to be rolled out in 2022.

Acosta remarks,

“Making sure that La Casa de Los Abuelos could provide fast, efficient and quality service to their customers was a top priority for Touch Dynamic. Through implementation of our POS equipment, orders can be fulfilled faster making for not only satisfied patrons, but happy patrons as well.”



Unforgettable, Like-Home Dining Experience Again

The implementation of this new KDS helped the restaurant chain to streamline kitchen processes and offered them a more efficient turnaround time for orders. In addition, La Casa de los Abuelos was able to reduce the amount of receipt paper used, making the chain more environmentally and economically responsible. Also, by cutting down the wait time on orders, customers are happier with the service and more likely to return to the restaurant. These customers are also more willing to offer referrals to friends, family, and on social media, letting everyone know that Casa de Los Abuelos provides a great dining experience that is not to be missed.

La Casa de los Abuelos develops the talents of each member of their staff to offer clients unforgettable dining experiences at all times. Now, having a faster, more streamlined process from order taking to food preparation has greatly improved customer satisfaction and loyalty.



About Touch Dynamic

Founded in August of 2001, Touch Dynamic is an ISO 9001:2008 certified, RSPA award-winning manufacturer of all-in-one touch terminals, small form factor PCs, touch screen monitors and mobile POS devices for a variety of industries. Touch Dynamic has leveraged its employees' extensive experience in these markets to develop a focused product line of unmatched quality and features. For more information, please visit www.touchdynamic.com.

