



## Automate Your Table Service Kitchen for Real Cost Savings and Improved Guest Satisfaction

A decade ago, when operators of table service restaurants wanted to add communication technology to their kitchens, they added kitchen printers. While kitchen printers did eliminate the screaming of orders and the use of order pads, successful table service operators moved to a much better choice – kitchen video. Today's operators can take advantage of a kitchen automation solution that takes productivity and profit to the next level.

### Kitchen Video for Table Service:

A kitchen video system that is specifically designed for the table service environment helps the restaurant to proactively manage, reduce labor, improve food quality, and turn tables faster. An added benefit, the restaurant saves even more money by eliminating the high maintenance and consumables costs associated with printers. Compact, industrialized kitchen hardware powers each individual monitor station in the kitchen. The kitchen software ensures that all items from a specific order complete the preparation process at the same time while capturing speed of service data.

Individual items from an order are sent to specific preparation stations in the kitchen based on the item cook times, ensuring that items with short cook times do not wilt in the window while waiting on items with longer cook times. Each chef at each preparation station makes items as they are intuitively

presented on the monitor. Further reducing stress, chefs no longer worry about the other items on the order because the system is doing that for them. And the restaurant no longer has to pay an expensive kitchen lead to make a best guess at timing the items, and then add confusion in a bustling kitchen by calling the items to the chefs.

Servers and managers understand the status of each item within each order simply by viewing the status of the items and orders on the monitor at the expeditor station. Servers no longer pester the chefs, because the servers know that the system keeps the kitchen running smoothly and quickly, and the servers always know the status of their orders. Once the order is fully prepared, it is automatically moved to the front of the expeditor screen, signaling the server or runner to make delivery to the guests.



Speed of service information is gathered every step of the way for items and orders. This critical production data is available in real time at each kitchen station, as well as in historical formats for reporting purposes. Managers know with a glance if one chef is struggling, or if the runner is not getting prepared orders to guests fast enough. Operators can use the data to determine if certain items are slowing down the kitchen, or if kitchen labor can be scheduled differently for certain days.

### Truly Automate the Table Service Kitchen:

Today's table service operators should consider the following key criteria when

deciding on a kitchen automation solution.

1. **Owning the Kitchen.** A must for the table service operator is the ability to fully customize the kitchen solution for the specific environment. This includes routing items and orders in the specific flow that fits the operation – and then displaying those items and orders exactly as the chefs and servers can best use the information. Graphical capabilities ensure the operator controls all of the real estate and can highlight key information, as well as allows the use of menu cards. Web access means operators can make available a recipe book or any other important information whenever and wherever it is needed.
2. **Kitchen Intelligence.** With actual production data available, operators can truly know their kitchens – and know if changes in the kitchen are positively impacting the restaurant overall. Therefore, the architecture of the kitchen solution is extremely important to ensure that the data that is captured can be accessed and used in a meaningful way. The architecture should also provide for a connected kitchen.
3. **The Connected Kitchen.** To truly improve efficiencies and maximize the guest experience, the table service operator must know the kitchen, own the kitchen, and connect the kitchen across key areas of the restaurant – such as the hostess stand. For instance, by making use of production data, the

seating and wait list management system will provide far more accurate table statuses and wait times. The operator can also manage and capture the guest's entire dining experience, from the time the guest enters the restaurant to the time the guest leaves satisfied.

The Bottom Line:

With a kitchen automation solution, operators better manage costs and better serve guests. But kitchen automation is a behind-the-scenes hero. So how does the operator justify the resources to implement kitchen automation, especially in today's climate?

More than ever, an inefficient kitchen operation simply cannot be afforded. Operators using a true kitchen automation solution also report significant reductions in ticket times, increased kitchen capacity for increased store sales, and higher employee satisfaction. Every one of these benefits directly touches the guest. And that is the bottom line.

QSR and iCare partner Digital Dining have partnered together for nearly a decade, successfully implementing seamlessly integrated solutions for such leading operators as Houlihan's Restaurants, Inc. QSR Automations offers an advanced kitchen technology choice for every environment and every budget, including the revolutionary ConnectSmart solution with the added benefits of graphical capabilities, web access, and a connection to the front of house.

**For More information call Digital Dining at 703-912-3000,  
talk to your SYSCO Marketing Associate or visit  
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