

syrve

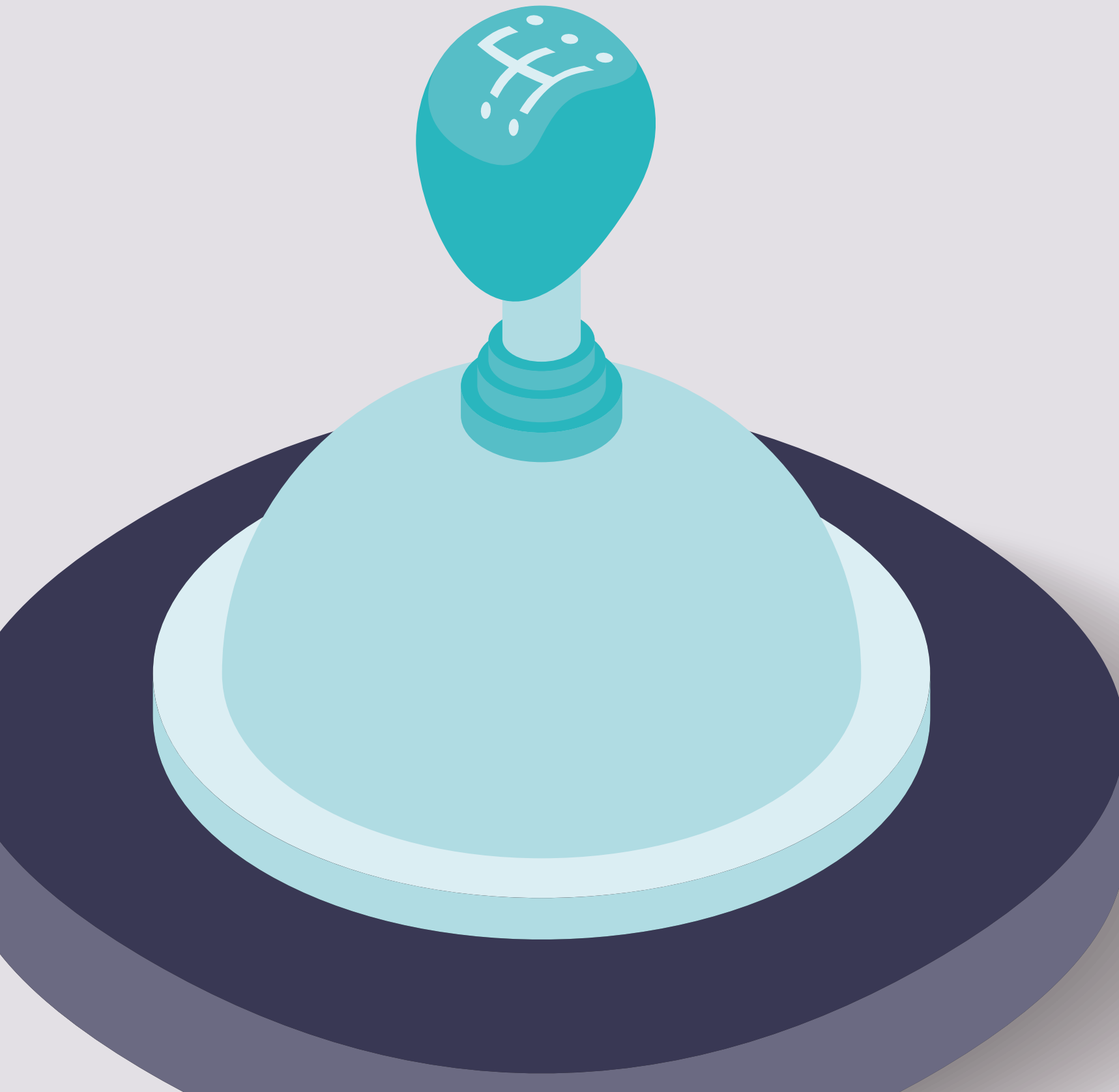
Turn tables faster, drive up revenue

Let's move your restaurant
operation into the fast lane



Contents

- 1: Speed up service
- 2: Embrace contactless dining for seamless service
- 3: Focus better on costumers
- Turn tables faster and increase revenue with Syrve



How to switch restaurant service into top gear

Speed is a valuable attribute – especially in the restaurant business. The faster you can turn tables, the more revenue you can earn, especially at peak periods.

Customers may have high expectations, imagining your team can work miracles in moments. But staff can sometimes feel like they're always playing catch-up. Time is against them.

Often, it's the little things that can slow down your restaurant operation, as we'll explore in this guide. Delays occur, time drags for customers and your team begins to feel the heat.

The good news is that intuitive technology can help in practical ways by optimising your operation for speed and accuracy. As a result, you can drive up all-round performance.

In this guide, we'll analyse **three challenges** and find effective ways to turn tables faster.

1: Speed up service

Speed is the essence of a bustling restaurant. Turning tables faster maximises revenue and creates an energetic atmosphere that keeps guests coming back for more. Syrve gives you advanced tools to streamline your service, ensuring your restaurant operates at peak efficiency.

Common issues for restaurants

Customers can easily get frustrated by having to wait too long to get seated, place their orders, or for food to arrive. Many will vent on social media or leave poor reviews. Staff can feel the frustration bubbling — and the pressure can easily lead to simple mistakes with orders.

There are more immediate financial consequences for restaurants too. Slow service restricts how many customers you can cater for during peak periods, so you lose out on extra revenue.

Clear signs of challenges with speed of service

Do these issues sound familiar?

- **Excessive wait times:**
Customers experiencing prolonged wait times for orders and service.
- **Order inaccuracies:**
Simple mistakes impact customers, servers and kitchen operations.
- **Inefficient operations:**
Noticeable disruptions and delays in kitchen and service workflows.
- **Customer dissatisfaction:**
A rise in customer complaints due to slow service.
- **Slow table turnovers:**
Difficulty in maximising the number of tables available at peak hours.
- **Staff overwhelmed:**
Staff struggling to manage the workload efficiently.

How to speed up service with Syrve's solutions

Discover how Syrve's technology can transform your restaurant's speed of service.

EPOS interface: Smart functionality at your fingertips

Enhancing the efficiency of your EPOS interface is crucial for delivering a seamless dining experience.

With Syrve, you can enable your front-of-house team to access menu details and receive upselling prompts – all in an instant. Syrve's EPOS interface ensures quick and informed service, reducing wait times and enhancing the overall dining experience.

Mobile POS efficiency: Orders anywhere, anytime

Streamlining the order process directly at the table is crucial for enhancing the dining experience.

Our handheld technology allows waiting staff to seamlessly take orders and process payments directly at the table, eliminating the need for queuing at a central POS. Orders can be sent to the kitchen in a click. Syrve's Mobile POS ensures efficient order processing, consolidates visits and provides speed and convenience for guests.

Enhancing team efficiency: Automated prep plans and collaborative service

Boosting operational efficiency is crucial in turning tables faster.

By automatically generating food prep plans, Syrve enables kitchen teams to prepare efficiently before service, avoiding interruptions during peak hours. Clear and accurate orders are sent digitally and immediately to the kitchen without delay. Chefs can see orders and their priorities on display screens. Waiting staff can also use their screens to view orders and check on readiness.

Streamlined menu design: Built for speed and simplicity

The production time for different dishes may vary enormously. Some dishes may be slow to make, taking up valuable resources in the kitchen at peak times. It's important to know whether these offerings contribute enough profit to justify their place on your menu.

With Syrve, you can simplify and shorten your menu to increase speed and profitability. Our solution gives you the tools and insight to streamline your offering to customers, based on the true cost and margins of dishes, which includes ingredients and kitchen prep time. Customers prefer a well-organised, streamlined menu.

Kitchen communications: Instant orders and memos

Efficient communication is the backbone of a well-functioning kitchen. Any confusion between servers and the kitchen can cause delays, friction and waste.

With Syrve's streamlined system, sending orders and memos to the kitchen becomes a seamless process with just a single click from a handheld device. This instant communication reduces friction, enhances team coordination and helps to ensure that food is delivered promptly.

Staff schedule forecasting: Correct staffing for peak times

Accurate staffing during peak hours is crucial for maintaining optimal service levels.

By incorporating Syrve's forecasting capabilities into staff schedules, you can ensure you have the right staffing levels when needed. This foresight not only helps move service along quickly but also maximises table turns, contributing to a more efficient and satisfying dining experience for your customers. Correct staffing levels will also ease stress on employees.

The bottom line

Efficiency is the key to turning tables faster and providing exceptional service. Syrve's tools empower your restaurant to operate seamlessly, from order processing to collaborative service, ensuring your guests enjoy a satisfying dining experience with everything running smoothly.

2: Embrace contactless dining for seamless service

You can transform your dining experience and optimise efficiency by embracing contactless dining. The result? You'll be able to turn tables faster, ensuring smooth communication and a modern dining experience.

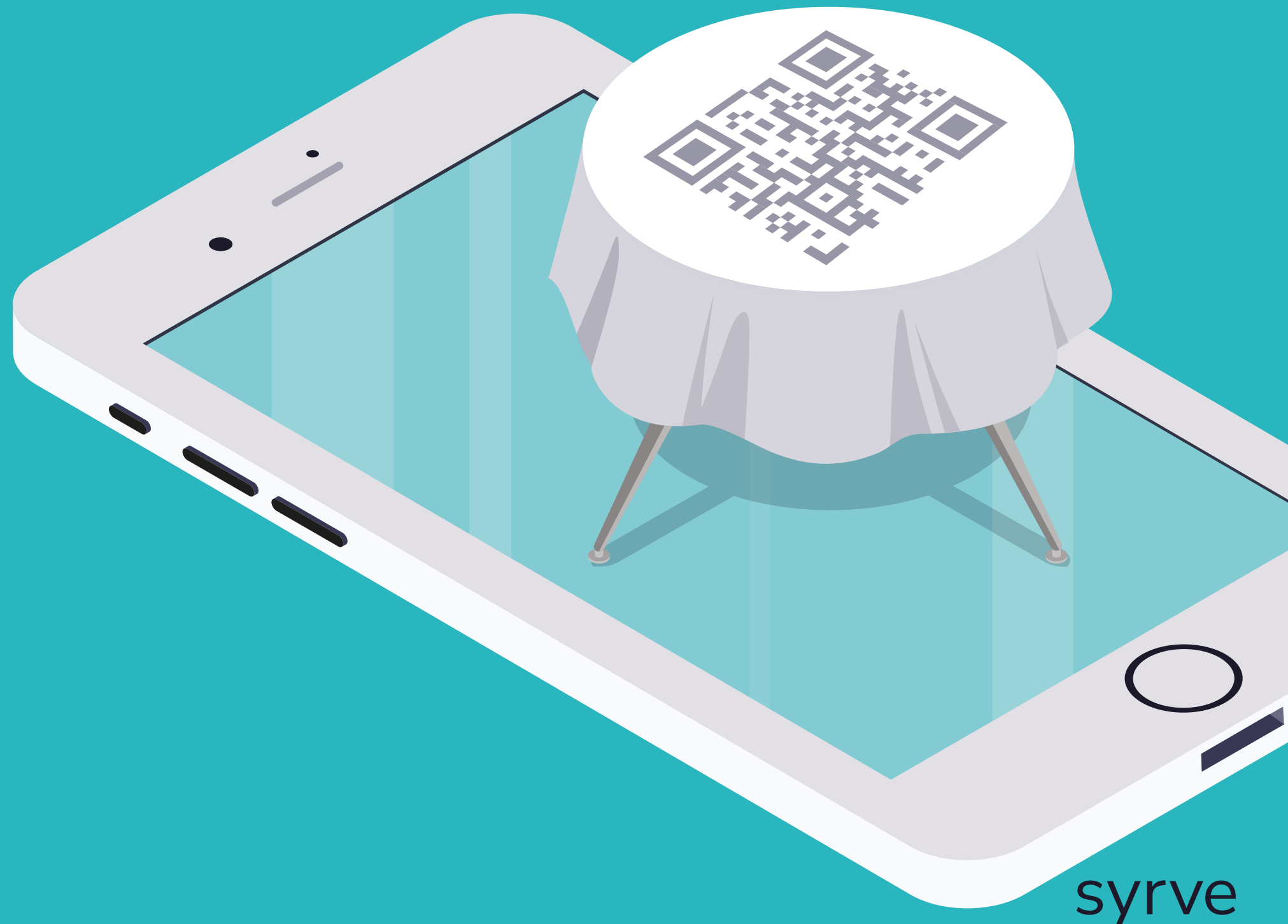
Common issues for restaurants

From delayed orders to miscommunication, restaurants face challenges that underscore the need for innovative solutions that help teams to work as one.

Clear signs of challenges with an online presence

Do these issues sound familiar?

- **Delayed order placement:**
It takes too long for orders to reach the kitchen.
- **Payment delays:**
Customers are ready to pay – but find themselves waiting for servers.
- **Order inaccuracies:**
The wrong food is sometimes prepared because of communication issues.
- **Increased stress:**
Busy shifts can become unpleasant for staff, leading some to quit.



syrve

How to embrace contactless dining with Syrve's solutions

Discover how Syrve's technology can transform your dining communications.

Mobile app: Empower customer engagement, streamline service

Reducing waiting times for diners and staff is critical. Faster service allows for quicker table turnover, enabling restaurants to serve more customers. This is especially crucial during peak hours when demand is high.

Syrve's mobile app empowers customers to view menus, place orders and pay from their personal devices, enhancing engagement and streamlining the dining experience. Efficient ordering and payment are essential components for turning tables faster, allowing staff to focus on delivering exceptional service.

Self-service kiosks: Saving time for everyone

Minimising the time customers spend placing orders, paying, and receiving food is vital for quick table turnover.

Syrve's self-service kiosks streamline the process, so you can increase order accuracy, speed up production and turn tables faster. Our intuitive self-service kiosks make customers feel in control.

Integrated payments: Secure transactions

Secure and seamless transactions are paramount for customer satisfaction.

With Syrve's integrated payments, you can minimise errors and ensure a hassle-free payment process for patrons and staff – while accepting popular payment methods. It's also simple to split bills between customers and accept tips via the system.

The bottom line

Efficient communication is the cornerstone of teamwork and success. Syrve's contactless dining solutions help you to turn tables faster and streamline interactions for a better all-round dining experience.

3: Focus better on customers

It's vital for restaurants to be attentive to guests. This enhances the customer experience and boosts loyalty. But staying focused on people's needs also means you can keep their dining experience on track – from start to finish – so you can turn tables faster and serve more customers.

Common issues for restaurants

It's easy for waiting staff to lose track of customers and their needs – especially when a restaurant is running at full tilt. But when customers don't get the focus they require, then their dining experience can drag. Lunches and dinners may end up taking far longer than customers had wished.

With some help from Syrve, your team will be better equipped to keep everything running briskly and turn tables faster.

Clear signs of challenges with customer focus

Do these issues sound familiar?

- **Excessive wait times:**
Customers experiencing delays with orders and service.
- **Order inaccuracies:**
Mistakes come to light when food is brought to the table.
- **Customer dissatisfaction:**
A rise in customer complaints because of slow service.
- **Slow table turning:**
You could be serving more customers, but you're at seating capacity.
- **Staff overwhelmed:**
Your team is struggling to manage workloads.

How to improve service with Syrve's solutions

Discover how Syrve's technology can transform your restaurant's speed of service.

Table-side ordering: Save time and improve customer service

It's important to save your waiting staff from having to keep returning to the bar or kitchen every time they need to pass on customer orders.

Syrve's mobile POS is especially useful for waiting staff during busy times. You can take more orders swiftly at the table, making the serving process faster and growing income typically by 5-25%. Staff get more time with customers and can explain special offers and promotions better too. Servers don't keep disappearing behind the bar, so it's easier for customers to catch their attention, order extra items and get a better service.

Order details: Capture key information

It's important for waiting staff to capture all key ordering details around dishes, modifiers, orders by seat and be able to manage courses efficiently.

Syrve's system handles the complexity. The intuitive interface ensures waiting staff can quickly record orders, flag issues and prioritise items for a seamless dining experience. This can be sent to the kitchen in a click – so everything runs like clockwork.

Status checks: Optimising service

Managing a busy restaurant floor can feel like you're working in air-traffic controller at times – except it's easy to get lost in the clouds at busy moments.

With Syrve, you can check the status of every table in real-time, add phases to the diner journey and manage seating expectations. Syrve optimises service, eliminates table camping and enhances the overall dining experience.

Reservations: Accurate booking details

When reservations have been made, it's important to make customers feel their arrival is expected and they receive a warm welcome.

With Syrve, you can accurately record reservation details, including names, contact information, occasion details and track cancellations. Syrve helps to ensure parties are seated correctly and served professionally.

Reservations: Accurate booking details

When reservations have been made, it's important to make customers feel their arrival is expected and they receive a warm welcome.

With Syrve, you can accurately record reservation details, including names, contact information, occasion details and track cancellations. Syrve helps to ensure parties are seated correctly and served professionally.

Reservations: Accurate booking details

When reservations have been made, it's important to make customers feel their arrival is expected and they receive a warm welcome.

With Syrve, you can accurately record reservation details, including names, contact information, occasion details and track cancellations. Syrve helps to ensure parties are seated correctly and served professionally.

Table transfers: Smoother guest experiences

Assigned tables are always helpful when taking orders and managing bills. But sometimes guests wish to change where they sit.

With Syrve, you can ensure a smooth guest experience when transferring or combining tables. Keep your front-of-house team in the loop to serve more customers without lost orders or mistakes. Syrve keeps track of everything.

The bottom line

Start delivering food with Syrve. You'll grow your business, reach more customers and gain a competitive edge.

Turn tables faster and increase revenue with Syrve

With Syrve, you can serve customers faster, streamline communications and keep your restaurant operation running smoothly. And when it's time to ramp up performance during peak periods, you won't miss a beat.

Customers feel they've received attentive service and are more likely to leave positive reviews. Your team feels better supported. And your revenue should show a healthy uptick. Our intuitive technology can help to transform your operation, end to end. It's a 'win' for everyone.



syrve

Discover more

The ability to turn tables faster is just one advantage of our solution, which covers the full extent of restaurant operations.

e: uk@syrve.com

syrve

