TouchBistro®

POS Decision Checklist

When it comes to purchasing a new POS, everyone's got an opinion. Cut through the noise for every role with this POS decision checklist, packed with questions people in different roles will need answers to.

Restaurant Group Owners

Restaurant group owners need a POS that can pull data across locations or concepts to help them make strategic business decisions.

- ☐ **Costs:** How much will it cost to implement a new POS (including both hardware and software) across all locations?

- ☐ **Scalability:** Is the POS built to scale as the volume of business increases?

- ☐ **Past and Future Insights:** Can the POS help you gather historical business insights and forecast for the future?

- ☐ **Micro and Macro Reporting:** Do the POS reports include both high-level and granular visibility into restaurant performance?

- ☐ **Group Reporting:** Can you compare sales and labor data across all locations?

- ☐ **Expected Return on Investment (ROI):** What is the expected ROI (in terms of both cost reduction and revenue growth) on a new POS system?

Director of Operations

A director of operations needs a POS that's flexible enough to meet the unique needs of each restaurant, while also ensuring that workflows will improve efficiency and enhance the customer experience.

- ☐ **Seamless Data Transfer:** Can data easily be pulled from the POS systems at all locations?

- ☐ **Reporting and Analytics:** Do the POS reports include operational and financial data such as sales, revenue, labor, and inventory control?

- ☐ **Remote Capabilities:** Can POS data be accessed remotely?

- ☐ **Custom Permissions:** Can you set up custom permissions to control who has access to certain settings?

- ☐ **Payment Processing:** Does the POS offer an integrated payments solution with competitive rates?

General Managers

General managers are responsible for a restaurant's day-to-day operations, so they need a POS that helps them ensure consistency, budget control, and quality of service.

- ☐ **Management Control:** Can certain elements, such as the table layout, be configured and customized for each location?

- ☐ **Smart Scheduling:** Are there features available to create smart schedules based on optimal labor targets and shift patterns?

- ☐ **Staff Performance:** Does the software provide data on staff performance?

- ☐ **Customer Relationship Management (CRM):** Can you create and store customer information to build loyalty programs?

- ☐ **Inventory Tracking:** Are there inventory management features to help monitor current inventory levels, determine ingredient-level food costs, and forecast for future orders?

Executive Chefs

Executive chefs need a POS that can help them ensure the vision for each location is expressed through the menu offerings.

- ☐ **Menu Management:** Is there a customizable menu management system that can aid in recipe development, food cost analysis, menu planning, and pricing?

- ☐ **Inventory Management:** Are there inventory management features that can help chefs track current stock, reduce waste, and update recipes based on available ingredients?

- ☐ **Integrated Kitchen Display System (KDS):** Does the POS integrate with a KDS that can streamline the flow of information to the kitchen?

Finance Managers

Finance managers want the ability to map POS data directly into accounting software for a seamless flow of information.

- ☐ **Remote Access:** Can financial data be accessed remotely outside of business hours?

- ☐ **Accounting Software Integrations:** Does the POS support integrations with accounting software for seamless data transfer?

- ☐ **Payroll Integrations:** Does the POS support integrations with payroll software?

- ☐ **Financial Reporting:** Can key financial data be pulled from the POS and compared across multiple venues?

Restaurant Managers

Restaurant managers need a POS that's easy for staff to use and helps to deliver the highest quality customer experience.

- ☐ **Restaurant Table Management:** Can you customize the restaurant floor plan, assign sections, transfer tables, and manage reservations with ease?

- ☐ **Staff Management:** Are there staff management tools, such as the ability to see who has clocked-in and clocked-out?

- ☐ **Tableside Ordering:** Can POS hardware be used for tableside ordering?

- ☐ **Seamless Comps, Voids, and Refunds:** Is it easy to process comps, voids, and refunds through the POS?