"We achieved a return on our investment in Maitre'D through savings of approximately 30% following implementation."

  - Geraldine Stone, finance manager for the Holiday Inn Leeds-Garforth

Holiday Inn Leeds-Garforth Aiolis Restaurant

Holiday Inn Leeds-Garforth Aiolis Restaurant Sees 30% in Savings

POS System Provides Measurable ROI

Offering a blend of vibrancy and heritage, Leeds, along with the nearby medieval city of York, are popular destinations for both international visitors and residents throughout the UK. An established favourite for area travellers, the Holiday Inn Leeds-Garforth is located on the outskirts of the city, making it easy to get to all nearby attractions and airports.

After using another POS system for several years, the Holiday Inn Leeds-Garforth's Aiolis Restaurant implemented Maitre'D in 2010. "We wanted a system that would allow us to control and manage our costs, while at the same time help us to increase staff efficiency," explains Geraldine Stone, finance manager for the Holiday Inn Leeds-Garforth. "Maitre'D is so easy to use, we were able to achieve our objectives very quickly."

Maitre'D provided measureable results in several critical areas. "We achieved a return on our investment in Maitre'D through savings of approximately 30% following implementation," says Ms. Stone.

Maintenance & Service Savings

Sometimes the true cost of a POS system are hidden. "The amount we paid upfront for our previous system – the one we were using before we chose Maitre'D – was fairly reasonable," said Ms. Stone. "But the annual maintenance charges were exorbitant. We've been able to save a lot just in maintenance and service costs since we made the switch to Maitre'D."

Reports Increase Operational Efficiency

In addition, Ms. Stone has been able to take advantage of several reporting features to help her tighten up margins. "Maitre'D reports are easy to run, simple to use and clear to understand," says Ms. Stone. "We get all the information we need, which has helped us better manage our operations and become more efficient across the board. In addition, the support team at Maitre'D has been great about helping us to customise features and show us more about what the system can do."

"Maitre'D is simple to use and supports table turnover, which in turn has helped us to increase our profitability."

- Geraldine Stone, finance manager for the Holiday Inn Leeds-Garforth

Holiday Inn Leeds-Garforth Aiolis Restaurant

Faster Table Turnover

Ease of use was an important aspect she considered carefully in choosing a new system. "To be able to increase staff efficiency in the front of the house, the system had to be user-friendly," notes Ms. Stone. "Maitre'D is simple to use and supports table turnover, which in turn has helped us to increase our profitability."

Future Potential

In the fast-paced restaurant world, having a system that's flexible and can grow along with the business was another important feature Ms. Stone looked for when they were researching POS systems. "We really appreciate how the Maitre'D system is scalable and can grow along with us. We are planning to begin using the system on Android tablets in the very near future, which offers further potential for greater efficiency."

Ms. Stone concludes, "Ultimately we chose Maitre'D because of the company's business standards. Maitre'D is made by restaurant people who really understand the business from the inside out. I think that's a huge part of why the system works so well on every level."