



## SmartPOS - Point of Sale System Customer Solution Case Study

### Restaurant Owners Say POS System Improves Efficiency and Reduces Lost Income

#### Overview

**State or Region:** South Australia

**Industry:** Hospitality

#### Customer Profile

The Lenzerheide Restaurant at Hawthorn in South Australia is an award winning fine dining restaurant owned and operated since 1989 by Kathy and Andrew Kitt.

#### Business Situation

To improve the management of their business, present a more professional image to their clients and improve staff productivity, Kathy and Andrew Kitt sought a Point of Sale solution that would be easy to implement in their fine dining restaurant

#### Solution

Redcat SmartPOS from Possum IT . The system was easy to implement and learn, stock management was improved through the use of bar code scanners, and less mistakes were made because of the clarity and straightforwardness of the system

#### Benefits

- Increased efficiency and accuracy
- Better customer service
- Dockets easy to read and understand
- Loss minimisation
- Information - there when you need it

#### More Information

For more information about SmartPOS or other Redcat products, call Possum IT at 08.8410.0950

To access information via the web go to:  
[www.PossumIT.com.au](http://www.PossumIT.com.au)

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*"If we'd never implemented the system it would be a nightmare. I can't imagine what it would be like any more using the old system - the pressure, the mistakes and errors on a busy night would just be unbearable!"*

Kathy and Andrew Kitt, Owners, Lenzerheide Restaurant

When Kathy Kitt opened the Lenzerheide Restaurant in 1989, after successfully operating the Alphutte Restaurant with her partner for a number of years, she embarked on what was to become one of the success stories of the South Australian hospitality industry.

The Lenzerheide has won many industry awards in the years since, including Restaurant of the Year and Best European restaurant, and its management team is always looking for ways to improve the business. As part of the management improvement program, Kathy and Andrew implemented Redcat's SmartPOS from Possum IT in the year 2000. "I was surprised at how quickly everybody learned the system. It was a matter of days, not months", said Kathy.



"And the business is now far more efficient", added Andrew. "Customers are much happier not having to queue up to settle accounts, staff members have been freed up to spend more time with customers, and we make a lot less mistakes with dockets being printed directly into the kitchen."

When asked about the support provided by Possum IT, the Kitts responded "Access to the Helpdesk means we rarely have an issue - they always help us through any problem. And if we need someone on-site, they're here quickly."

"Whatever fears I had before we installed the system have not eventuated! We're happy customers, and I'd highly recommend the system from Possum IT to anyone looking to improve their business", says Kathy.

