

Pioneer POS the Key to Keystone State Restaurant's Efficiency

May 2011 - The Waymart Hotel Restaurant and Saloon in Waymart, PA has been in business since 1848. Although their clientele is no longer railroad workers building the nearby railroad, not much else has changed in the 160 + years since its founding. The Waymart's pavilions are perfect for weddings and catered events a capacity for 150-200 people inside, and over 200 outside. As Waymart has increased their customer base, they noticed several issues arise due to these growing pains.

The Waymart Hotel listed erroneous addition on guest checks as well as incorrect ordering causing confusion in the kitchen, correct charging of modifiers, employee time keeping/payroll errors and speed of service/accuracy as the main culprits. The distance of the seasonal bbq pit to the kitchen is 50 yards also caused servers to run orders in and check on them periodically delaying timely service. Checking and tracking customers' purchase history and built in marketing were also essential, and they realized they needed a solution.

[Precision POS](#), restaurant technology experts based in Archbald, PA provided the key. The Waymart Hotel Restaurant and Saloon required six [Pioneer POS 15" S-Line's](#), and one [15" Stealth M-5](#) with Dell server integrated with 5 Epson U220 printers (2 inside the kitchen, 1 each for the inside and outside bars and 1 for the outside bbq pit), one caller ID 2 line unit, 4 Battery Backups, a Switch, Router, Cat6 and 6 Cash Drawers. Seven Precision POS licenses were also integrated utilizing their Database, Inventory and Telephone Manager software, as well as the Precision POS Alert Suite. This allowed for increased efficiencies in overall restaurant management for accurate ordering, time keeping, telephone and customer management, sales analysis and theft control.

Gino Piccolino, President and Software Architect at Precision POS said that the "S-line units definitely exceeded all expectations. First the units are compact and don't take up much space. Four of Waymart's units are stationary, and the other 3 are taken in and out of the bbq pit during the spring, summer and early fall seasons. Since they are so compact, wait staff with little computer experience could move the computers outside and connect them." Gino went on to add that there were "very few times [Pioneer POS](#) had to be called because of technical issues, and the support team was very helpful and fast to a solution."

In the end, the solution helped productivity and profitability immensely for the Waymart Hotel. Order entry is now typically less than 30 seconds and is 100% accurate. Everything runs through the POS system and every order is now accounted for, with up charges for modifiers consistent, accurate and automatic. Time keeping is tracked by a POS system whether an employee works from one, or up to 5 different positions within the restaurant. Accurate time keeping also helped to increase profitability. All this and the Precision POS install took only 8 hours of training, with 2 days of live support. The Waymart employees practiced on it for about 1-2 weeks before going live.

Gino also mentioned that Waymart saw added value in table turnover, order speed and accuracy, telephone management and customer history (marketing) with the importance of accumulated data that the POS tracks. This allowed Waymart to analyze data looking for ways to improve business by help with staffing, order timing and looking at their best selling orders to optimize the selling processes just to name a few. When asked if the client was satisfied with what both Pioneer POS and Precision POS brought to the table, Waymart said that “This system will pay for itself in no time.”

To [contact](#) Pioneer POS please call 888.468.9757 or email at info@pioneerpos.com.

About Pioneer POS

[Pioneer POS Inc.](#) designs and manufactures a complete line of industry specific all in one computers, touch screen monitors, and kiosks. Founded in 1994 and based in California, Pioneer POS manufactures its solutions from start to finish in the USA which are deployed in Healthcare, Retail, Hospitality, and Gaming applications. Pioneer POS has built an exceptional reputation with its customers and reseller partners for superior flexibility and responsiveness to customer needs including short lead times, long product life cycles (minimum of 5 years), easy customization, and quick turnaround. Pioneer POS sells through qualified technology resellers throughout the US and globally.

About Precision POS

[Precision POS](#) software is a premier technology resource for restaurants. They provide technology solutions to help businesses achieve growth in a competitive market whether replacing legacy systems or building new IT infrastructure for restaurants. Precision POS service is second to none and has the “real world” restaurant and technology experience to provide informative, intelligent responses to all questions relating to restaurants and technology.

Precision POS strives to be at the forefront of innovation looking to completely revolutionize the restaurant related software industry. The most important aspect of the Precision POS business is their customers and that is what they are in business for. They abide by an old saying commonly found in the restaurant business: “Customer Is King.” To learn more visit <http://www.precisionpos.com>

For more information, please call 1-888-468-9757 or email info@pioneerpos.com