

Meze Meze Restaurant improves customer service with the latest technology



Meze Meze Restaurant has undergone a complete renovation after being taken over by a new owner. Meze Meze Restaurant is a Mediterranean Restaurant specialising in Turkish Cuisine. The restaurant was established at its original Finchley premises in 2008 by Ferdi Dalan.

Since Meze Meze Restaurant opened in April 2008 business steadily increased and the Restaurant recently acquired the adjacent premises and expanded effectively doubling in size.

Since then, the restaurant has won the best neighbourhood restaurant sponsored by LBC and The Independent newspaper.

EPOS Solution

When Meze Meze expanded, the increased floor space, including outdoor seating, meant staff were wasting time running backwards and forwards between the kitchen, bar and table areas. This resulted in delays with order preparation and orders being delivered to the wrong tables.

Realising that improvements needed to be made to improve customer service, Ferdi approached IKA. As suppliers of his existing cash register system, Ferdi trusted IKA to help source a new system that would make his business more efficient and profitable. IKA suggested installing the Casio QT-6000 touch screen system with four ORDERMAN DON Wireless Waitressing terminals.

Business benefits

The installation involved one QT-6000 touch screen terminal in the bar area and four ORDERMAN DON terminals for the wait staff. Waitressing terminals link to a kitchen printer, allowing staff to take orders from the customers table and remotely submit them to the kitchen for preparation. Orders can be prepared more quickly and staff are always available near the tables to take customer orders. The Casio QT-6000 and ORDERMAN DON solution is easy to operate. It was installed and staff were trained on Friday, and went live that evening - during the Meze Meze's busiest trading period! The transition went very smoothly, with staff noticing the difference immediately

What They Say...

"I now have a system that enables us to serve more customers in busy times, without staff having to run between tables, terminal, bar and the kitchen. I also have a very happy environment because the system increased the satisfaction of everyone from my chief and staff to my customers."

- Ferdi (manager)

Contact

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