Touché

Food service software solution

Benefits for all Food Service Businesses

Touché offers many distinctive features. The combination of all its distinctive features is rare in any single integrated food service software solution. Some of these distinctive features deliver benefits to all food service businesses. While some other distinctive features deliver benefits to specific types of food service business.

Distinctive features

* The desktop version of Touché EPOS can be used on any Windows based hardware, allowing outlets & venues to choose the equipment that best suits their aesthetics and budgets.
* The mobile version of Touché EPOS operates on Android devices which are amongst the most cost-effective mobile hardware.
* Both versions of Touché EPOS are very easy to use and need little or no user training.
* Each EPOS station can handle one or more profit-centres of one or more kind.
* Each outlet can have unlimited menus with unlimited pages of menu items. Set up and pricing is very easy.
* Order taking operations are optimized to require minimum key strokes, making operations more efficient.
* Checks may be split or merged. Items may be moved or voided. All such operations are reported.
* Discounts can be handled. The reason for discounting is captured. Where relevant, supporting membership reference is captured and reported.
* Non-chargeable orders are handled as a distinct set of checks.
* Guest may settle their check or tab by one or more methods of payment. Integration with your preferred payment processor is an option.
* Integration with loyalty and membership programs to make redemption and benefits available to guests instantly.
* Managers and owners can monitor operations, from their mobile smartphones.
* The included reporting capabilities are amongst the best available. Both, for operational control and management decision making.
* For further analysis, data can be exported to other office applications like Word or Excel and can be mailed as .pdf documents.
* For those that need it, the option of a sophisticated and integrated web-based purchase, inventory, costing and accounting software.

Features that benefit specific types of food service business

Fine Dining

* Table Reservations module that helps optimal use of available tables through meal times. The table reservation system can be interfaced with a 3rd party table reservations portal of your choice.
* Table status is monitored allowing for further efficiency in table management.
* A repeat diner database that is valuable for direct marketing, guest recognition, personalization of guest services and customer profiling. For example, it can automatically add the guest’s known allergies to the KOT on the guest’s repeat visit.
* Order taking features such as course wise order taking for timely food preparation and cover wise order taking for improved table service.
* Automated application of discounts and promotions for loyalty and/or dining members.
* Personalized order taking at the table side.

Hotels

* Multi-outlet table reservations module that allows a guest to call a single number to book a table at any of the outlets in a hotel.
* In room dining orders handling.
* Each POS station can handle multiple outlets.
* Take orders anywhere and print KOT instantly by using the cost-effective Android mobile version of Touché order taking.
* Add comments to the KOT so that Chef is informed about any special guest requests.
* Post checks to guest room account. Currently, Touché is in use with Prologic First’s WISH, Opera and Protel PMSs. It can be interfaced with any PMS that supports FIAS or HTNG interface standards.

Quick Service / Fast Food

* Minimum key strokes for EPOS operations that makes guest handling fast.
* Point-of-purchase promotion through dual display at each EPOS station.
* More efficient food preparation by use of Kitchen Display Systems as alternative to KOT printers.
* Integration with loyalty system with instant redemption.
* Online inventory to track stocks of critical items and to initiate replenishment.

Food Courts

* All the benefits of QSR service, plus the option of cashless operations.
* Aggregate sales of all outlets for multi-outlet and/or consolidated reporting.

Home Delivery

* Database of home delivery customers with their location and directions.
* Ability to look up past orders for suggestive selling and/or repeat ordering.
* Ability to take orders for delivery at alternative address or at specified time.
* Tracking of dispatch and delivery of each order.
* Statistics per delivery person.

Take away

* A seated dining outlet does not need an additional EPOS for takeaway orders. The same EPOS can serve both and yet track revenues by each type of service.
* Repeat customers are tracked to identify high volume customers for special handling.
* Order taking is made more efficient by allowing repeat of past orders.

Events & Catering

* Space booking diary.
* Track inquiries till converted to contract or lost.
* Custom menus and ad-hoc pricing.
* Prepare contracts and function sheets.
* Invoice through any Touché EPOS. Even one that is in use for alternative service.

Contract Catering

* Sophisticated and integrated web based purchase, inventory, costing and accounting software.
* Monitor kitchen and purchase efficiency.
* Menu engineering.

Cafeterias

* Cashless operations by use of stored value cards or by integration with payroll system or credit sales accounting.
* Better control over F&B costs.