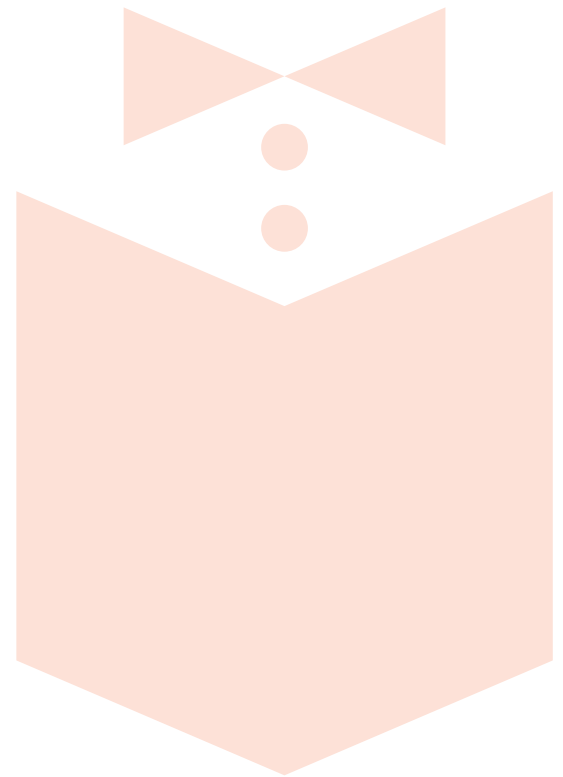


Have It All with Maitre'D



Maitre'D Does It All

Look inside any of the more than 20,000 restaurants that have been “powered by Maitre'D”: you’ll find it at the heart of every part of the operation. That’s Maitre'D on the floor and at the register. That’s Maitre'D driving window, online and counter orders. That’s Maitre'D making orders easier to read, prepare and expedite. That’s Maitre'D taking orders wirelessly and online. Handling gift and loyalty programs. Providing management tools on every mobile smartphone and device. And that’s Maitre'D in the back office, keeping track of every garnish and guest to ensure your profitability.

We Support It All

Our international team—including a hundred certified resellers—handles all the Maitre'D set up, installation and support, from entering your menus to setting your schedules to configuring your accounting integration. (That includes all the conversions when you’re switching systems.) We’ll install Maitre'D so that it won’t disrupt your business or your revenue. We’ll teach you how to use Maitre'D—for taking orders, preparing meals, managing the office, offering gift cards, managing loyalty programs and more. And you can be certain you’ll have ongoing support all the time.

So You Can Have It All

Whether your restaurant is fine dining or fast food, whether you run a hotel or a full event venue, Maitre'D streamlines your service, controls your kitchen, manages your money, and a whole lot more:

- Take orders quickly
- Excel at customer service
- Schedule remotely
- Comply effortlessly
- Track profitability
- Reward loyalty
- Offer gift cards
- Go mobile and online
- Get deliveries right
- Control waste and theft
- Integrate seamlessly
- Manage inventory

Who Uses Maitre'D POS

Restaurants, hotels and venues of every kind.

TABLE SERVICE RESTAURANTS

Here's some of what Maitre'D brings to the table.

SERVICE	KITCHEN	MANAGEMENT
• Enter orders at the POS station • Enter orders at the table with a handheld device. • Make unlimited numbers of modifiers • Split whole checks • Split individual items • Process cards instantly • Time courses with hold-and-fire • Customize order screens • Integrate with our kitchen video system	• Eliminate illegible orders • Explore the added value of our kitchen display system • Guide chefs and expeditors with recipes and images	• Track table service times • Remote manager workstations let you stay on the floor • Track labor costs • Track food costs • Manage schedules • Deploy loyalty programs • Offer gift cards • Manage from mobile devices

QUICK SERVICE RESTAURANTS

Here's some of what Maitre'D brings to the counter.

SERVICE	KITCHEN	MANAGEMENT
• Take orders at the counter, the window, by phone or online • Make unlimited numbers of modifiers • Send an automatic alert when an order matches a combo • Bust line-ups with handheld devices • Use digital signage • Use fast tender keys for common currency amounts and promotions	• Eliminate illegible orders • Explore the added value of our kitchen display system • Forecast food preparation time • Set up automatic upsell notices (to, for instance, add fries or super-size a drink) • Offer coupons, promotions, discounts and freebies automatically	• Manage multiple-drive thru lanes • Remote manager workstations let you stay on the floor • Track labor costs • Track food costs • Manage schedules • Deploy loyalty programs • Offer gift cards • Manage from mobile devices • Display video or advertisements on the order confirmation screen • Manage deposits and cash flow

BARS AND NIGHTCLUBS

Here's some of what Maitre'D brings to the party.

SERVICE	MANAGEMENT
• Fast close tender keys for rapid transaction times • Include the customer's name on the tab when you process their credit card • Display or print cocktail recipes • Track tabs or regulars by name instead of table or check number • Easily transfer tabs to tables • Order rounds with the touch of a button	• High speed credit and debit card transaction processing • Schedule Happy Hour pricing to go on and off automatically • Include liquor control devices • Prevent waste and pilfering

ENTERPRISES

Here's some of what Maitre'D brings to business.

MANAGEMENT	
• Easy to set up, use and maintain • Access the software, data and reports anytime • Works on any Windows supported device • Drill-down reports to the restaurant level • Manage multiple concepts, regions and locations • Make instant menu and price changes for any restaurant or group	• Add, delete or modify a location, group of locations or concept on the fly • Enforce standards for recipe measurement, promotions, price changes, and more • Send regular updates to some or all locations • Date-activated files automatically update all systems from a central location

HOSPITALITY AND EVENTS

Here's some of what Maitre'D brings to the game.

SERVICE	MANAGEMENT
• Mobile POS for order taking, line busting, counting inventory, and more • Online reservations integration • Online ordering integration • Loyalty program integration • Gift cards integration • Property management integration • E-commerce solutions	• Real time reporting and business analytics • Sophisticated sales forecasting tools • Inventory management • Accounting and payroll interfaces • Camera surveillance • Labor management • Integrated Kitchen Display System • Liquor control devices

The Core System

Many restaurants find that the core Maitre'D POS system provides all the functionality they need to handle every part of their operation.

MAITRE'D POS

Simplify your core business up front and in the back office

The core Maitre'D POS platform supports every facet of your operation. Create and change menus easily. Servers can take orders quickly and accurately, and handle modifiers, split checks, and more—whatever your guests request. Orders are delivered clearly to the kitchen—and tracked by Maitre'D POS—so there are no mistakes or delays. Offer gift cards and track the success of your programs and promotions. The cash drawer is watched too, ensuring accurate and accountable reconciliation at the end of each day. Maitre'D is at work in the back office, helping you manage employees, track costs, and get the strategic insight you need to strengthen profitability. Get a big picture of sales, costs and projections from clear performance reports (including on your mobile device), and then drill down to the details. Maitre'D POS handles every kind of transaction securely, including Integrated Payment Processing via EFT, and integrates with a range of third-party processors and services companies—for payment, for PO generation and ordering, and more.



REPORT CENTER

Simplify reporting through dozens of strategic and operational reports—or create your own reports

Here's just a fraction of the reports you'll find:

- Activity report
- Actual hours vs. scheduled variance
- Clients per hour
- Consolidated reporting
- Create new and customize existing reports
- Current shift and previous shift reports
- Daybook
- Driver deliver times and statistics
- EFT Sales per media type
- EFT sales per terminal
- Guide hours vs. scheduled variance
- Half hourly percentage of sales
- Invoice detail search
- invoice summary
- Invoice/Media by Time Period
- Labor cost report
- List of customers and mailing labels
- Meals per hour
- Media Summary
- Member enrolment
- Number of returns
- Open table report
- Operating Cost Analyses
- Operating costs cost of sales
- Over/Under statistics
- Payroll
- Points issuance
- Production history
- Punches Summary
- Redeemed points or dollars or free items
- Sales
- Sales by category
- Sales by menu
- Sales per division and category
- Sales per hour
- Schedules
- Service Speed
- Single employee schedule
- Statements and summary statements
- Transaction audit
- Transaction-by-transaction sales
- Transactions by Order Mode
- Transactions by Revenue Center
- Theoretical usage of ingredients based on quantities sold
- Top Frequent Diner Customer
- Usage report
- Waste history
- Weekly Scheduled hours
- Weekly summary of Clients by Time Period
- Weekly summary of Sales by Time Period
- Workstation report

CASH MANAGEMENT

Simplify the way you track and manage cash

Maitre'D Cash Management manages every element involved with handling cash. Track your cash drawers and employee floats so you always know exactly how much cash is on the floor, and where. Cash Management tracks cash transactions, calculates how much cash you should have, and then reconciles it with your actual closing count.

CUSTOMER LOYALTY

Simplify rewarding your loyal customers

Putting a full-function loyalty and rewards program in place is easy with Maitre'D Customer Loyalty. Schedule promotions (and the money-to-points ratios) according to the date and time. You have great flexibility in the kinds of rewards you offer, and the ways your customers can earn them. You can offer additional points for promotions or for specific items—even print coupons on the customer check. You'll be able to reach out to your loyalty members with targeted promotions and other marketing, based on their particular preferences and habits.

INTEGRATED PAYMENT PROCESSING

Simplify payment processing with Maitre'D POS integration

Maitre'D Integrated Payment Processing is the shortest path to payment. A fully PCI-compliant and secure EFT solution, Maitre'D Integrated Payment Processing handles both credit and debit payments—generally in about three seconds. Using Maitre'D POS eliminates the extra steps and extra errors that occur with separate EFT and POS solutions. (It saves on costs too, since only a single, secured data line is required.) Integrated Payment Processing supports most industry standard EFT devices and handles 20 transactions at a time.

GIFT CARD INTERFACE

Simplify selling and accepting gift cards

Use Maitre'D as your point of sale for your gift cards and certificates. Maitre'D POS integrates with every major gift card processor. Your guests buy gift cards at your register. Just process a blank through your payment terminal and Maitre'D does the rest—accepting payment, integrating with your gift card processor, and then storing the value onto the card. Accepting the card is just as easy—a simple card read connects you to your card processor and deducts the amount of the check. And you'll run comprehensive reports to help you understand and grow card sales.



KDS - KITCHEN DISPLAY SYSTEM

Simplify the kitchen by eliminating the order wheel

KDS's fully customizable order display screens simplify order preparation and decrease the average time it takes to complete an order. The KDS touchscreen monitor features 35 different screen display modes, including split, compact, recipe, and summary screens. KDS is capable of 3rd-party API integrations with virtually any point-of-sale ("POS") system; this enables KDS customers to integrate the KDS solution as part of their kitchen technology, regardless of POS, while generating valuable real-time reporting and operational insights. Enjoy station routing, meal coursing and pacing, guest paging, and enhanced real-time activity data and alerts, and all the features in demand by kitchens across food-service establishments.



LABOR MANAGEMENT

Simplify staff management

Maitre'D Labor Management is a "this-instant-accurate" window into labor costs. It ensures employee documents are accurate and compliant. And it's the simplest way to schedule staff. Employees clock in on any Maitre'D workstation. Breaks are managed automatically, including preventing employees from clocking in early. Color-coded scheduling graphs show whether you're understaffed or overstaffed for a given week. Time and attendance information can be exported to third-party payroll processes.

TABLE MANAGEMENT

Simplify controlling the floor

Keep track of every table at any moment in time. Maitre'D Table Management puts complete table control in the hands of staff and management. Your greeting staff knows at a glance which tables are open. If tables are moved (two pushed together for instance), the onscreen layout helps staff move them back. Server assignments are clearly displayed by color codes, ensuring customers are evenly distributed for best service. A status system tracks each table so you can see that tables are being serviced according to the standards you set. (Servers see only their own status.)



Maitre'D Modules

Many customers enhance and expand how they put Maitre'D to work by adding features from our rich portfolio of optional modules. Add exactly—and only—the advanced functionality you want by enabling one, some or all of the Maitre'D modules any time you need it.

ACCOUNTING INTERFACE

Simplify your accounting and payroll by integrating Maitre'D with your existing systems

Maitre'D automatically transfers your Accounts Receivable, Accounts Payable and Payroll data to most standard accounting programs and payroll service providers. Maitre'D sales, discounts, taxes, payments and inventory accounts are directly linked to their counterparts in your accounting system. Export labor data to your third-party payroll provider—either manually or automatically.

ACCOUNTS RECEIVABLE

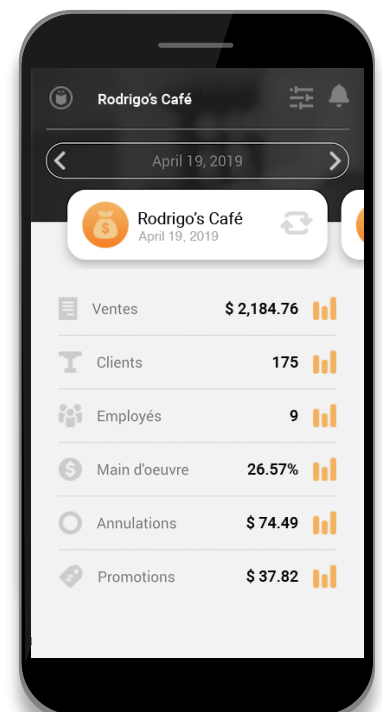
Simplify credit relationships with customers

Businesses that extend credit privileges use Maitre'D to make it easy to track and manage those accounts. Checks from credit customers automatically close to an accounts receivable file, statements are generated and history files maintained. Your guests can use magnetic cards that you provide, have their account linked to their loyalty account, apply partial amounts of the check to the account, and more. You'll maintain a complete customer file, set due dates, search invoices, adjust balance—all from the same POS station where you handle the rest of your Maitre'D back-office activities.

DATABOARD FOR MOBILE DEVICES

Simplify access to critical information anytime and anywhere

The Databoard makes any smartphone and mobile device a complete operations dashboard. Use it to summarize the current status of sales, staff, labor cost percentage, voids and promotions. If you need more information, you can tap and swipe to drill down on any topic: for instance, to see sales of any item on your menu. You'll also track critical indicators—like Voids—and set alerts to notify you when those indicators reach the threshold you establish.



DELIVERY AND DISPATCH

Simplify every aspect of your delivery cycle—from ringing phone to cash out.

When the order call comes, simply bring up your customer's history and any special instructions. You don't have to watch every order: if one is late in the kitchen or getting out the door, Maitre'D sends you an instant alert. Pre-orders are automatically generated, and the driver assigned. And there's complete support for the delivery itself. Assign the most efficient multiple deliveries. Prioritize drivers and track orders out for delivery. When your drivers return, run automatic settlements on multiple orders or simply process a money drop.

E-GLOBAL

Simplify the corporate management of restaurant chains and concepts

Generate detailed reporting on your enterprise's individual units, as well as consolidated information on the entire organization. Adding a new restaurant, or a new concept entirely, is simple with Maitre'D. Broadcast updates—from portions to promotions—from the main office to some or all of your locations. Ensure consistent communication between the corporate office and your locations with daily data transfers. (And all communications—like updates or reports—can be scheduled for automatic delivery and for specific individuals.) All your reports can be saved as HTML for upload to your corporate site or portal, or directly attached to an email.

INVENTORY MANAGEMENT

Simplify portion, pilfering and pricing control

Maitre'D Inventory Management tracks stock levels, alerting you when ingredients or supplies reach your minimum level. It measures ingredient usage against sales to watch for waste and theft. If you have multiple storerooms, you'll easily requisition and track inventory from one location to another. Accurately calculate high-margin items and optimize pricing for low-margin items. Maitre'D Inventory Management handles ordering too. It searches all your suppliers for the best price, generates POs, and sends the information to your accounting system.

ONLINE AND MOBILE ORDERING

Simplify ordering for your customers

Let your customers place orders online or across their mobile networks. Maitre'D online ordering is completely integrated with the POS, so the data about every order becomes part of your overall business and marketing analytics. Maitre'D doesn't just take orders, it sells for you. Deferred ordering, delivery zone mapping, and more are also available through online ordering.



ONLINE RESERVATIONS

Simplify reservations for your customers

Let your customers make, change and confirm reservations the simplest way: anytime, anywhere, and any way they want. Maitre'D Online Reservations—powered by a range of online reservation vendors—is everywhere: on your online reservations window, across social sites like Facebook and Twitter, and on mobile devices for Apple and Android. After guests make reservations, Maitre'D Online Reservations sends them automatic confirmations and reminders. It's a powerful promotional tool as well. All information is stored in the Online Reservations customer database, so you can deliver smart, targeted promotions to web, phone or tablet. And all online reservations and customer information is displayed in the Online Reservations Console on your Maitre'D workstation.

PROPERTY MANAGEMENT SYSTEMS (PMS) INTEGRATION

16 revenue centers and counting

Maitre'D integrates with every major PMS on the market, including yours! No more property level or enterprise data disconnect. Completed transactions are pushed to the PMS, ready at checkout. Above-store, real-time, enterprise and property level management information operators depend on. Keep an eye on sales, voids, revenue center, and much more, and compare with historical data. Accept mobile payments, create customized ordering, and eliminate line-ups with self-serve kiosks. Maitre'D powers activities in the lobby, at the pool, and in the pantry and everywhere else it's needed.

MORE PARTNER SOLUTIONS

Maitre'D connects with a wealth of third party vendors that help us deliver whole product solutions to our customers. These solutions include:

- **Digital Signage**
Add the flexibility and high interest of digital signage to your restaurant.
- **Self-Service Ordering Kiosk**
Reduce register wait lines, with orders sent and printed directly in the kitchen, and multiple kiosk options to suit any hospitality concept. Fully customizable (multi-location, time-zone, currency, and language management) and with 24/7 support.
- **Online Scheduling**
Use the web-based Maitre'D online scheduling tool to review and make schedule changes anytime from anywhere.
- **Liquor Control Devices**
Control the amount of liquor a bartender can put in a drink, and track how much liquor is poured.



Make Operations Simpler Today

Whether your restaurant serves secret sauce or sauce choron, or whether you run a hotel, stadium or corporate enterprise, Maitre'D simplifies your operation from valet to vault. It makes it simpler to deliver great service. Simpler to drive great performance. Simpler to manage inventory. Simpler to track and schedule staff. Simpler to market, target and reward your customers.

In fact, when it comes to Simpler,

Maitre'D Does It All!

To learn more, contact us at

1 800 465 2400

0 800 074 5030

or visit our website www.posera.com/maitred



Maitre'D

Software that serves you better