Kish Restaurants Case Study

Popular London restaurant group transforms service with EC Waiter all-in-one table side ordering platform

"...With one card terminal we can do everything we need, letting my staff provide exceptional service while serving more patrons. All in all, very happy...."

AT A GLANCE

CHALLENGES

- Busy restaurants
- Multi-format
- Dine-in, curbside, and delivery service
- Reconciliation & customizaton

BENEFITS

- All-in-one technology
- Total cost transparency
- Fast & simple activation
- One-stop service

BACKGROUND

Kish Restaurant, Lounge, and Cafe are some of the most popular eateries in an upscale London neighborhood, with delicious Persian cuisine served from morning to night.

THE CHALLENGE

Kish's commitment to excellent food has earned top reviews. As the restaurant landscape has changed, Kish now offers dine-in, curbside pick-up, and online ordering. Managing multi-channel orders and a busy house simply cannot lead to delays or errors during service, nor any issues in reconciliations back-of-house.

SOLUTIONS

Kish manages its complex operations with ECTouch by Epos Company.

Kish upgraded its EC Touch platform with EC Waiter, which now offers table side ordering AND checkouts, all from the terminal, with every detail delivered seamlessly to the EC Touch cloud-hosted back office platform.

With an all-in-one, EC Waiter offers the lowest hardware costs. And Epos Company offered payment services powered by Handpoint directly to Kish, making account activation, payments reconciliation, and support seamless.

BENEFITS

Unified Technology
Waiter App powered by Handpoint enables unified table side ordering + checkouts, plus real-time back office management.

One-Stop Service
Offering payments accounts right from the website makes it so easy for EC Touch & EC Waiter customers to get everything at once.

Streamlined Activations
Epos Company is able to activate its customers' apps, merchant accounts, and mobile PDQ terminals, ensuring everything moves seamlessly together.

Total Cost Transparency
Epos Company delivered a unified platform and payments service, providing total cost transparency. And with EC Waiter, the tableside app, payments accpetance, and receipt printing were all done via one cost-effective Handpoint unit.

TESTIMONIAL

"For us, upgrading to EC Waiter with payments powered by Handpoint was an easy decision. And I'm very happy we made the move.

Now our table service moves faster, keeping my customers and staff happy. It has reduced our payments errors and saved us a tremendous amount of time on reconciliation.

With one card terminal we can do everything we need, letting my staff provide exceptional service while serving more patrons. All in all, very happy…."

MASSOUD NAMI RAD
Kish Restaurant