



GOURMATE GIVES MACAU TOWER A COMPLETE RESTAURANT MANAGEMENT SOLUTION

Macau Tower Convention & Entertainment Centre stands out as the tenth tallest freestanding tower in the world and the eighth in Asia. This 338-metre high, 61-story retreat is located at the south tip of the Macau peninsula with a 360° spectacular view of the Pearl River Delta. Inherited from Macau's rich and diversified cultural heritage, Macau Tower welcomes thousands of visitors from all over the world every year.

In order to satisfy the continuous high volume of guests everyday, it becomes a crucial IT decision to select a right point-of-sale (POS) solution for the six food and beverage outlets

inside the Tower. A reliable, scalable and easy-to-use total restaurant management system that builds on an open architecture and supports multilingual operations will be an ultimate choice for the Tower. After an intensive selection process, InfrasyS successfully bid the contract in September 2001 and the company's flagship product, Gourmate^R was installed and became operational by December of the same year.

"Compared with other POS systems, Gourmate^R is a fast and stable system, which is vital for the hospitality industry," said Sam, the Assistant Manager of the Tower's 360° Cafe.

Gourmate^R equipped with different modules, was installed at six different catering outlets. The system is connected to one RAID-based server, which is further linked to a terminal at the back office through a high-speed optical network. Handheld Terminal (HT) and Table Management System (TMS) Modules are integrated into Gourmate^R in order to provide instant service over the table, member's reservations and real-time table status at the front office. Moreover, Gourmate^R has a full set of consolidation reports for business analysis.

With 2.4GHz Handheld Terminals, wait staff at the 220-seat 360° Cafe are able to simply take guest orders right in front of the customers. It significantly increases ordering accuracy and efficiency, expedites table turns and increases guest satisfaction. Also TMS shows real-time table status, handles multi-outlet table reservations, makes walk-in guests arrangement and enables merging and changing table. By applying

such a user-friendly window-based interface, seat utilization can be maximized for optimal profitability.





TMS not only helps us to perform the table reservation process more systematically, but also gives us better inventory control," said Tony, the Headwaiter of the Tower's 360° Cafe.

With the Gourmate^R From Reader that uses OMR (Optical Mark Reading) technology for data recognition, the Tower's Lua Azul Chinese Restaurant is able to accelerate the process of order taking as well as to ensure all orders are correct. With this innovative product, data from dim-sum cards flies to the kitchen printer through Gourmate^R in just a matter of seconds..



The system went live on December 20, 2001 and is currently running smoothly in Macau Tower's catering outlets. Both the operators and management personnel are very satisfied with the system's performance. In addition, Infrasy's will continue to deliver a high level of customer satisfaction to meet the restaurants' growth