



King of the King Group Offers Professional Services For Banquet With Support From Infrasy



"We are satisfied with our decision to choose Infrasy 10 years ago. I would say Infrasy is our trustworthy partner and I have never thought of replacing it with another POS supplier," says Mr. David Tse, the Chairman of King of the King Group Limited.

King of the King Group Limited, with 10 Chinese Restaurants in HK, has built a solid reputation for its gorgeous facilities for banquet. Its largest outlet - King Palace Chinese Restaurant in Wan Chai can accommodate up to 2400 people in the well-decorated banquet room. Recommended by many marriage agencies and wedding magazines, King of the King has successfully positioned as one of the best choices for banquet organizers with its wide variety of banquet meals and good service quality.

A Smooth Implementation

Implementing Infrasy's Gourmate® Restaurant Management System to all outlets for nearly 10 years, King of the King shows their appreciation to the outstanding performance of Gourmate®. "It boosts the productivity of our staff members and increases the overall efficiency by more than 30%. Much operation cost can be saved," delights David.



Transparency, Control, Accuracy

Monitor multiple outlets is a vital but difficult task to catering groups. King of the King pays special attention to the account and cashier reports as they reflect not only the profits of the group, but also reveal overall performance of the shops and the degree of customer satisfaction.



"My staff reports to me every night the amount of day-end transaction and tips received of all outlets." The Accounts department relies on the accurate and easily accessible transaction data from POS system for the report to the management. "If the customers satisfied with our services, they give large tips after the banquet. What I have to monitor and control is not only the sales but also the service quality," David

continues.



Challenge: Inventory Control

To protect the profits of the company, King of the King has trying hard to control the food in stock. Luxury food such as shark fin, abalone and turtle could easily be lost under loose inventory control. The way of cooking of Chinese cuisine also makes it difficult to measure the wastage of valuable seafood as usually there is a difference in price between the fresh and the death. "



We have to ensure all food in stock are being returned to customers. We expect a sophisticated system which could help us to well manage our inventory," David says. To grow with its customers, Infrasy is now developing an inventory control system that could help restaurant holders to have higher level of control over inventory in the future.

Mutual Trust - Key To Success

David has his own management philosophy that leads the group to success. He believes long-term relationship built up by mutual trust and respect between staff members and the company is the company most important asset.

"Our relationship has already been built. We recognize Infrasy as a vendor in the long run and we believe Infrasy will continue to perform