

# Have It All with



# Maitre'D®

Software that serves you better



## 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, line and counter orders. That’s Maitre'D making orders easier to read, prepare and expedite. That’s Maitre'D taking orders wirelessly and online. 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 trained and 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
- 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 use Maitre'D.

### TABLE SERVICE RESTAURANTS

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

SERVICE	KITCHEN	MANAGEMENT
<ul style="list-style-type: none"><li>• Enter orders at the POS station</li><li>• Enter orders at the table with a handheld device.</li><li>• Make unlimited numbers of modifiers</li><li>• Split whole checks</li><li>• Split individual items</li><li>• Process cards instantly</li><li>• Time courses with hold-and-fire</li><li>• Customize order screens</li><li>• Integrate with our kitchen video system</li></ul>	<ul style="list-style-type: none"><li>• Eliminate illegible orders</li><li>• Explore the added value of our kitchen display system</li><li>• Guide chefs and expeditors with recipes and images</li></ul>	<ul style="list-style-type: none"><li>• Track table service times</li><li>• Remote manager workstations let you stay on the floor</li><li>• Track labor costs</li><li>• Track food costs</li><li>• Manage schedules</li><li>• Deploy loyalty programs</li></ul>

### QUICK SERVICE RESTAURANTS

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

SERVICE	KITCHEN	MANAGEMENT
<ul style="list-style-type: none"><li>• Take orders at the counter, the window, by phone or online</li><li>• Make unlimited numbers of modifiers</li><li>• Send an automatic alert when an order matches a combo</li><li>• Bust line-ups with handheld devices</li><li>• Use fast tender keys for common currency amounts and promotions</li></ul>	<ul style="list-style-type: none"><li>• Eliminate illegible orders</li><li>• Explore the added value of our kitchen display system</li><li>• Forecast food preparation time</li></ul>	<ul style="list-style-type: none"><li>• Manage multiple-drive thru lanes</li><li>• Remote manager workstations let you stay on the floor</li><li>• Track labor costs</li><li>• Track food costs</li><li>• Manage schedules</li><li>• Deploy loyalty programs</li><li>• Display video or advertisements on the order confirmation screen</li><li>• Manage deposits and cash flow</li></ul>

## BARS AND NIGHTCLUBS

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

SERVICE	MANAGEMENT
<ul style="list-style-type: none"><li>• Fast close tender keys for rapid transaction times</li><li>• Include the customer's name on the tab when you swipe their credit card</li><li>• Display or print cocktail recipes</li><li>• Track tabs or regulars by name instead of table or check number</li><li>• Easily transfer tabs to tables</li><li>• Order rounds with the touch of a button</li></ul>	<ul style="list-style-type: none"><li>• High speed credit and debit card transaction processing</li><li>• Schedule Happy Hour pricing to go on and off automatically</li><li>• Prevent waste and pilfering</li></ul>

## ENTERPRISES

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

MANAGEMENT	
<ul style="list-style-type: none"><li>• Easy to set up, use and maintain</li><li>• Access the software, data and reports anywhere/ anytime</li><li>• Works on any Windows supported device</li><li>• Drill-down reports to the restaurant level</li><li>• Manage multiple concepts, regions and locations</li><li>• Make instant menu and price changes for any restaurant or group</li></ul>	<ul style="list-style-type: none"><li>• Add, delete or modify a location, group of locations or concept on the fly</li><li>• Enforce standards for recipe measurement, promotions, price changes, and more</li><li>• Daily incremental off-site database backups</li><li>• Send regular updates to some or all locations</li><li>• Date-activated files automatically update all systems from a central location</li></ul>

## HOSPITALITY AND EVENTS

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

SERVICE	MANAGEMENT
<ul style="list-style-type: none"><li>• Mobile POS for order taking, line busting, counting inventory, and more</li><li>• Online reservations integration</li><li>• Online ordering integration</li><li>• Loyalty program integration</li><li>• Gift cards integration</li><li>• Property management integration</li><li>• E-commerce solutions</li><li>• Liquor control</li></ul>	<ul style="list-style-type: none"><li>• Real time reporting and business analytics</li><li>• Sophisticated sales forecasting tools</li><li>• Inventory management</li><li>• Cash management features</li><li>• Accounting and payroll interfaces</li><li>• Camera surveillance</li><li>• Labor management</li><li>• Integrated kitchen video monitor system</li></ul>

## 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. And the cash drawer is watched, ensuring accurate and accountable reconciliation at the end of each day. Maitre'D is at work in the back office as well, 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 dashboards, and then drill down to the details. Maitre'D POS handles every kind of transaction securely, 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. Create logical vaults for your cash, so you can track them by usage, station or server. Automatically prepare bank deposits for selected cash envelopes, print transaction coupons and more. You'll configure Cash Management to fit your exact operation, and manage it all from a central console.

## 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.)

## CUSTOMER LOYALTY

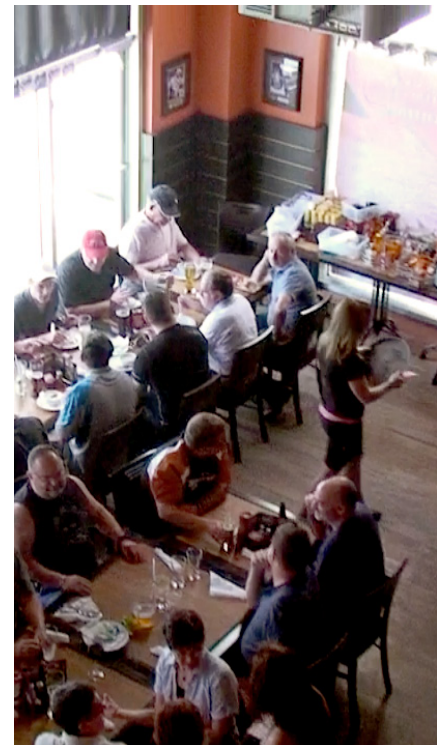
*Simplify rewarding your loyal customers*

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.

## KITCHEN DISPLAY SYSTEM

*Simplify the kitchen by eliminating the order wheel*

Maitre'D Color Video Monitors display orders on easy-to-read video monitors in your kitchen. Orders are presented along with their recipes and a color image of the finished meal to help expeditors present it correctly. For kitchens with more than one monitor, you control where items appear—everything on a single monitor during slow periods, and then different items (for instance, hot and cold) on separate monitors during peaks.



## 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.

### DELIVERY AND DISPATCH

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

When the order call comes, Caller ID recognition brings 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, and print route maps with driving directions from location to location. 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.



## ELECTRONIC FUNDS TRANSFER

*Simplify payment processing with Maitre'D POS integration*

Maitre'D EFT is the shortest path to payment. Fully PCI compliant and secure, Maitre'D EFT 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.) Transaction data is accumulated in real time for daily consolidation and for multiple batch closings each day. Maitre'D 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 swipe a blank through your POS card reader 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 swipe 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.



## HYPERSCHEDULER

*Simplify scheduling by doing it in the Cloud*

Log on to your secure, web-based HyperScheduler and you'll have full staff management at your fingertips. View the coming week's schedule in a clear, color-coded bar graph. Change shifts and assignments, plan breaks, alter roles, split shifts, and more. HyperScheduler is all about scheduling to meet sales forecasts: that way you run a lean staff without sacrificing service standards. You'll clearly see labor cost as a percentage of forecasted sales as you are creating and editing the schedule. Easily compare actual scheduled hours against your business staffing plan. Match employee skill levels to your staffing needs to ensure optimal customer service.

## 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.

## 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.

## ONLINE RESERVATIONS

Let your customers make, change and confirm reservations the simplest way: anytime, anywhere, and any way they want. Maitre'D Online Reservations—powered by Bookenda—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.



# Our Customers Are Talking

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## Locos Grill & Pub

Twenty eight locations with over 900 menu items for Dine-in, Pickup, Delivery & Catering.

*"This was a strategic investment for Locos, as Maitre'D's extensive reporting capabilities ultimately help us better manage our business."*

- Bridger Loftin, Locos Senior Vice President of Purchasing

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## Duke's Chowder House

Serving five Seattle locations.

*"Maitre'D is a reliable POS system and it has helped us increase our profitability in a very competitive industry., Posera has successfully exceeded our expectations year after year."*

- John Moscrip, President, Duke's Chowder House

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## Hot Dog on a Stick (HDOS)

Operates 108 stores in shopping malls across 13 western states, with annual revenue of \$45 million dollars.

*"With [Maitre'D], we have been able to manipulate applications so our regional managers can connect to corporate headquarters and use the reporting tools for their specific stores to make timely decisions based off of very useful reports."*

- Bruce Kowallis, Director of Information Technology, Hot Dog on a Stick

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## Pancho's Mexican Grill

Operates 56 locations in 17 states.

*"Maitre'D gives our franchisees the confidence that they have a great system. We were able to configure Maitre'D to be simple and streamlined. We pride ourselves on being simple and wanted the same out of a POS system; training is very quick and easy and allows a new crew member to get up to speed quickly."*

- Jay Hochenadel, President, Pancho's Mexican Grill

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## The Party Block

One of Ocean City, Maryland's most popular dance clubs, featuring three clubs in one.

*"We could not effectively operate any longer without the use of an effective POS system. The price point and reputation of the company behind the solution were key in selecting Maitre'D."*

- Robert Rosenblit, President, The Party Block

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## St. Anthony Regional Hospital and Nursing Home

A 99 bed facility connected to a 79 bed nursing home with over 640 employees between the main campus and five outlying clinics.

*"By using the report center from Maitre'D, we have been able to be more responsive to our customer's purchases and preferences, by altering the menus and the mixes on the menus to meet the customer's demands while exceeding our budgetary goals."*

- Matt Loneman, Director of Food & Nutrition, St. Anthony Regional Hospital and Nursing Home

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## About Posera-HDX

Since 1999, Posera-HDX and Maitre'D have become synonymous with excellence in hospitality Point of Sale Systems. Our corporate offices are in Toronto, and we have sales and service offices in London, Brantford, Seattle, Montreal, Paris, Singapore, and Glasgow. We are proud of our highly qualified network of 100 partners in 25 countries worldwide. Each brings the expertise to help restaurants analyze their operations and find the right mix of Maitre'D products. Posera-HDX also provides system hardware integration services, merchant staff training, system installation services, and post-sale software and hardware support services.

## 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**  
**1-888-404-2662, [sales@posera.com](mailto:sales@posera.com)**  
**or visit our website [www.maitredpos.com](http://www.maitredpos.com).**



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