

# Taking the next step at Bondi beaches popular venue - Hurricane Grill

## Case Study

Situated just across from Sydney's famous Bondi Beach, Hurricane's Grill opened its doors in 1995 specialising in premium quality King Island beef, tasty pork and lamb ribs and chicken dishes. All dishes are marinated in a special basting sauce which originated from South Africa and makes their flavour unique from traditional steak houses. Hurricane's Grill owners, Tony Teixeira, his partner Pauline Florian and Craig Goldberg have seen the restaurant increase in popularity over the years — with both the locals and international visitors.

Another unique feature of Hurricanes Grill is that at any one time, one of the three owners will be there to ensure patrons are experiencing only the highest quality of service and food.

## Adding speed to service

Upon opening the restaurant, Florian, Teixeira and Goldberg all agreed on one thing – the use of technology to underpin efficient and effective service. "When we opened Hurricanes Grill, we had a combination of Point-of-Sale technology and paper-based ordering systems in place," Florian said. "While it worked well enough initially, an increase in the restaurant's popularity meant we needed to go that one step further."

"We needed to speed up the process between taking the patron's order and delivering it to their table. Minimising the time factor here was the most important thing, because the last thing we want in our restaurant environment is patrons thinking that it takes too long for food to be delivered to their table," Florian explained.

## Upgrading with intelligent technology

With a touch screen terminal and earlier models of kitchen and receipt printers in use, the three partners turned to their systems integrators for advice. "They suggested we look at what TriniTEQ had to offer," Florian said. "So after considering the options, we contacted a TriniTEQ representative and had him come out to our restaurant and propose a solution that would show us the best benefits – quickly!"

Requiring a solution for just the one location, Hurricanes Grill implemented two WaiterPOS terminals – one for the front desk and another for the bar area – two kitchen printers; two receipt printers; and six TriniTEQ handheld WaiterPADs for the waiting staff.



## Speeding up the process

As the restaurant's reputation for quality of food and service continues to grow, the Hurricanes Grill owners have been able to achieve precisely that which is the dream of every restaurateur – full multiple dining sessions every night.

"We usually have so many people coming and going throughout the dining session, it's hard to keep track," Florian said. "But with the WaiterPADs transmitting orders directly and automatically to the WaiterPOS terminals and printers, we're able to see precisely what's going on at any time – right down to who has ordered and who has eaten. I have to say, the TriniTEQ solution definitely makes for a more stress-free environment!"

With an WaiterPOS terminal located at both the front desk and bar, restaurant staff have what they consider to be ultimate control over the restaurant's operation. With the terminals running a Microsoft Windows graphical environment, staff members are able to use the system almost intuitively. More importantly, staff members are actually spending less time using the terminals than they were doing under the previous paper-based order system.

"Prior to getting the TriniTEQ solution implemented, we were having the waiters take a table's order and go straight to the terminal and manually key in all the details," Florian explained. "While it was effective to some degree, there could sometimes be a 10-to-15 minute delay between the order being taken and the details being processed by the kitchen staff. It was a case of too much time being spent entering details into the system instead of servicing the patrons."

"With the new system, there's no delay at all. The waiters are standing at their stations taking orders, which are automatically transmitted to the kitchen printers for the kitchen staff. The restaurant is running like clockwork and the positive feedback from patrons is great."

## About TriniTEQ Systems

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