

**Tossed**, a chain of London-based healthy eating places specialises in providing fresh, alternative food options that embrace a healthier eating style. The company procures the highest quality products and these are sourced locally and ethically. Tossed currently has seven sites across London with plans to open more over the next 12 months.

## Healthy Returns For Tossed with New EPOS Solution

“The great thing about pointOne EPOS is that it is fast and reliable at the point of sale, which reduces stress for the team during peak servicing periods and our guests love it because it busts the queues”.

VINCENT MCKEVITT  
FOUNDER OF THE HEALTHIER  
EATING PLACE, TOSSED



### Introduction

When the company began trading in 2005, its Paddington store opened, with a basic cash-till which was slow error prone and very poor at reporting business critical information. Founder of Tossed Vincent McKevitt explains,

“We realised we needed to have better business information in order to expand, and the only way we could achieve this was to upgrade our point of sale system, so we could access information and reports in real-time from a centralized source. A new automated system would also enable us to hold information such as menu details, pricing and special offers in one place, as well as increase our throughput and improve service.”

### The Challenges that Tossed faced

- Business growth demanded faster throughput and better business information

- Peak hours queues were restricting revenue growth
- Menu and pricing update were cumbersome and error prone
- Potential of business was not being realised

### The Solution – An EPOS system designed to meet the needs of Tossed’s business

Recognising the need to deploy an EPOS system, Tossed researched the market and found pointOne EPOS. Vincent says, “My first impression was that pointOne seemed on the ball and their EPOS system was easy to use but effective. We liked the product straight away and it also offered a host of other features including comprehensive reporting, with the facility to access information remotely, this was very important as ultimately I would be working across several sites

### Tossed selected pointOne EPOS because it was:

- Simple to use and easy to train staff
- Fast and reliable
- Had remote access so all outlets could be managed from one location
- Value for money





## Results – A centrally managed business, improved customer service and happier customers who come back for more!

Since the first installation, Tossed has undergone dramatic growth and now has 7 outlets. Vincent says “Tossed venues are now extremely popular with Londoners and our peak periods are during the early commuter run, at midmorning coffee and lunchtimes.”

Here are some of the key benefits that PointOne has delivered:

### Queue Busting

pointOne EPOS is fast and reliable at the point of sale, which reduces stress for staff during peak servicing periods and customers love it because service is fast.

### Waste Reduction

pointOne provides Tossed with vital information about its stock and alerts them when particular items need to be re-ordered.

### Online Ordering

Using pointOne, Tossed has also set up an on-line ordering facility giving their customers the option to pre-order food over the web, for collection later.

### Elimination of unprofitable items and rewards system for hard-working staff

Tossed can identify which products are popular and which are not, identify which members of their team are selling what. This helps them to identify the hard working staff and reward them through bonuses.

## Summary - With pointOne business management is like a day at the beach.

With pointOne's Head Office product, Tossed has the ability to manage its chain of eateries remotely, irrespective of location. Vincent commented, *“I can sit anywhere in the world, even on the beach, and still be in control of our business which gives me a great sense of freedom. I can monitor team performance, and even send them a message saying hi”.*

Concluding Vincent said, *“pointOne EPOS is a very good system for the hospitality operator. I would have no hesitation in recommending this product; it really has transformed our business”.*

Using pointOne EPOS Tossed has realised the following business benefits:

- Increased throughput, boosted revenue & improved customer service
- Centralised business management
- Remote access to business critical information from any location

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### About pointOne

At pointOne EPOS we develop innovative, easy to use and reliable touchscreen EPOS solutions for hospitality, restaurants, bars, pubs, clubs, colleges and more.

We have supplied professional EPOS solutions to a varied client portfolio including:

Imperial Hotel Group  
Raffles Nightclub  
Proud Galleries  
Maidenhead RFC

Brighton Dome  
Tamarind  
Henley Management College