

Michelin Star restaurant & hotel deploys EPoS to enhance customer service

The Crown at Whitebrook is currently Wales' only Michelin star restaurant with rooms. Despite the restaurant's exceptional reputation for food and customer service, much of its administration and day to day processes were still being managed on a manual rather than computerised basis, which was threatening to restrict its growth.

To remedy this situation and complement the restaurant's Michelin star status, the restaurant decided to invest in a new EPoS (electronic point of sale) solution from pointOne EPoS.

Beth Jones, Reception Manager at The Crown who uses the system on a daily basis, commented, "The pointOne installation was very successful and all the staff took to the system straight away. It has definitely improved staff efficiency and customer service. We would have no hesitation in recommending pointOne EPoS to other hospitality operators, it's the perfect system for a busy restaurant and really complements our business".

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Pictured: The Crown at Whitebrook