PocketTouch

Table service software for waiting staff

The paperless solution to taking orders at the table.

Empower your employees
with paperless orders.

Raise the bar on customer experience with PocketTouch, the intuitive hand-held EPoS software that gives you a paperless solution to taking orders at the table.

Designed and developed specifically for the hospitality and catering industries, using PocketTouch on an iOS, Windows, Android or even PAX device will help you turnover tables quicker, increase order values and reduce mistakes. Gain the flexibility to take orders at the table or in the queue line - whichever works best for your business.
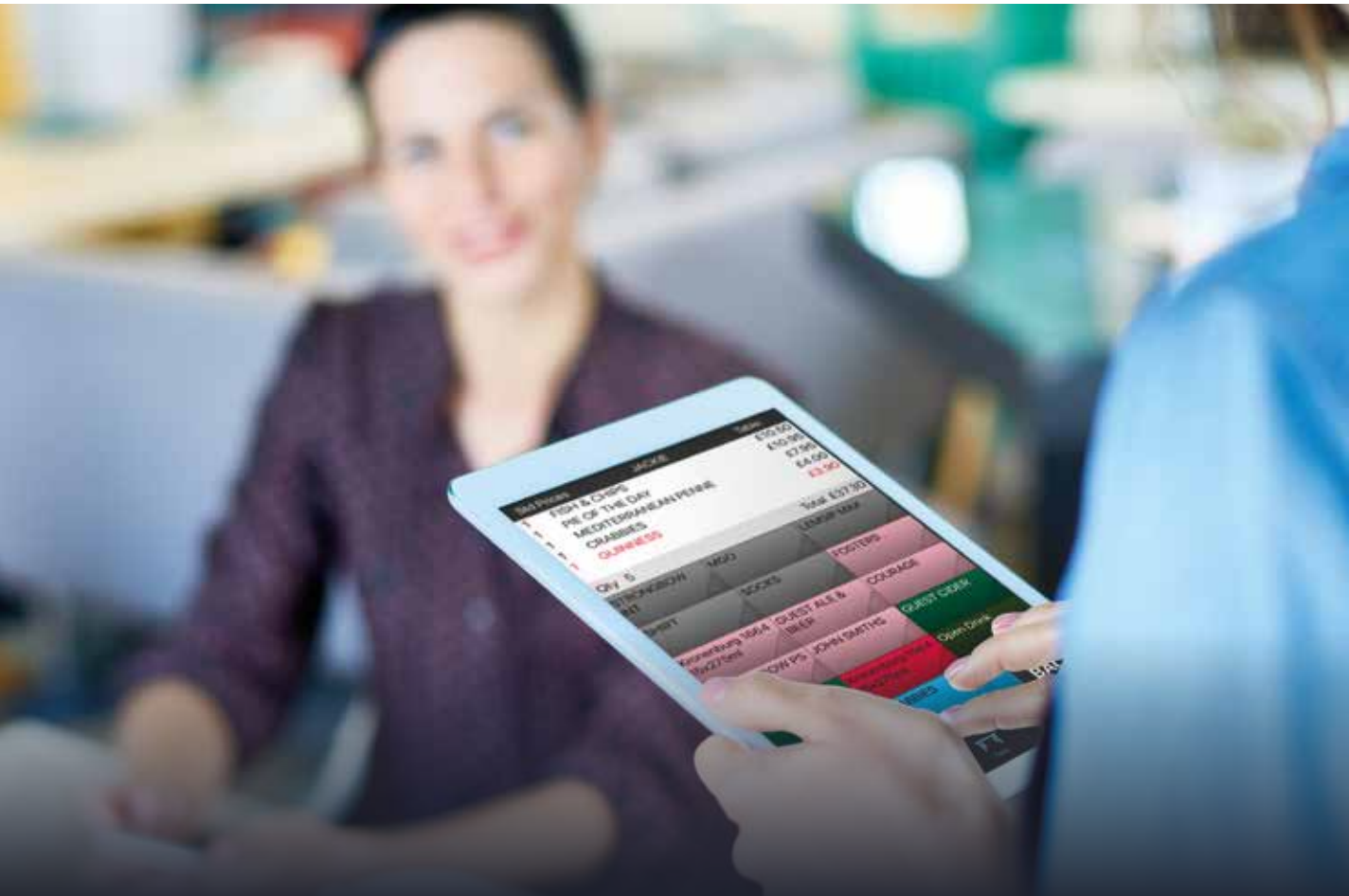

Efficient
service.

Keeping both staff and customers happy.

PocketTouch is designed by industry experts to allow waiting staff to take orders seamlessly from the table or queue line, without the need for any manual pen and paper system.

Orders are delivered straight from their hand-held device to the kitchen and bar, giving the most efficient service to the customer.

Order updates made on PocketTouch are automatically sent to the TouchPoint till and kitchen management systems such as TouchKitchen, streamlining the whole process and allowing you to turnover tables quicker than ever.

Faster Service.

You'll see table turnaround increase through seamless integration enabling more covers per table within every meal service.

Happy Customers.

PocketTouch will help you increase customer satisfaction as your staff have more time to spend in providing excellent customer service.

Queue Busting.

Utilise PocketTouch to help reduce queues, allowing staff to accept orders and even take payments directly from the queue line.

Information To Hand.

With PocketTouch, your staff have all the menu, allergy and promotion information in the palm of their hands, ensuring they're ready to answer customer questions.

Streamlined.

Orders send directly from PocketTouch to your kitchen order management system, such as TouchKitchen, with just a click of a button.

Special Requests.

Give your staff the opportunity to add custom messages to the orders, keeping the kitchen informed of special requests and allergies.

Reduce Mistakes.

Handwritten order mistakes are a thing of the past and the chef can get straight on with preparing the food, rather than querying order details.

Monitor Stock Levels.

If a menu item is out of stock, PocketTouch can automatically update so your staff are never placing orders for items that aren't available.

Floor Plans.

Simple, easy to navigate floor plans mean staff can have full visibility of every table's status, assign names and access multi-level plans.

Split The Bill.

Easily and accurately split the table bill so individual customer bills can be printed and settled simply, with no fuss or complicated calculations.

Keep The Tab Running.

Keep service efficient by easily letting individual customers pay off their portion of the table bill, without needing to close the full tab - great if a diner needs to leave early.

Easy Up-Selling

Customise the categorisation, grouping, linking and listing of products on PocketTouch to remind staff to up-sell and cross-sell effectively.

Orders & payments on one device.

Streamline operations and improve customer experience.

PocketTouch's integration with PAX, available with select payment providers, means you can not only make orders, but also complete payments at the table, from just one device.

Reducing unnecessary trips back and forth to the till and streamlining the delivery of orders to the till, kitchen and back office, this super handy integration will increase customer satisfaction by providing them an efficient, seamless experience.

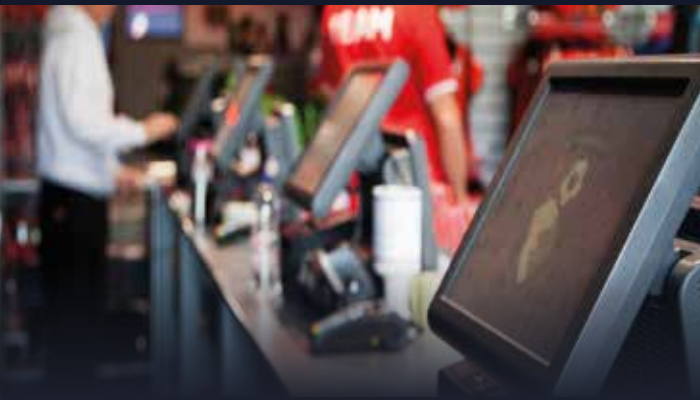# Increased revenue & higher order values.

For the most productive meal service, you want to seat as many parties as possible. With PocketTouch, your customers aren't left waiting for their order to be sent manually to the chefs – the system sends orders straight to your kitchen management system with just a single click of a button.

Getting the order right first time means there's no more going back and forth, and when it comes to paying the bill, servers can take payments and complete checks right at the table, saving valuable time and freeing up the table quickly for your next customers.

Case study.

AFC Bournemouth.

After the success of a retail EPoS installation, AFC Bournemouth approached one of our ICRTouch Authorised Partners with a request to also update their hospitality EPoS solutions at various points around the concourse.

A complete refit was required to update their previous cash registers to a modern touch screen system that not only provided all the features, flexibility and speed that's expected of ICRTouch software, but also hardware that would stand up to the rigours of half time trading.

The comprehensive solution

- 14 x touch screen terminals with TouchPoint placed in 5 suites and restaurants.
- 23 x tablets running PocketTouch to service the top floor restaurant and boxes.
- 2 x kitchen printers.
- TouchOffice Web cloud-based back office management software.

The multiple hospitality areas were fully equipped with PocketTouch order pads, allowing premier league service for all AFC's VIPs and guests. Orders are taken at the table before being sent directly to the food and drink preparation areas, allowing staff to stay on the floor and provide incredible customer service.

The simple and easy to use layout means staff can serve customers quickly without needing to learn a complicated system. Built on proven technology, the reliability of ICRTouch software easily copes with the onslaught of pre-match and half time fans.

Streamline your operations with one simple, fully integrated ecosystem from ICRTouch.

It really is worth taking the time to evaluate and consolidate your current systems. Are you paying too much with your current provider? Or are you still using an inefficient pen and paper system?

All software solutions from ICRTouch have been designed and developed specifically for the hospitality industry, with ease of use in mind.

PocketTouch integrates seamlessly with not just the TouchPoint till software and TouchKitchen order management systems, but also with TouchOffice Web so you can easily view all orders, reports and in one place.

You could be benefiting from a whole ecosystem that integrates seamlessly from day one. Gain complete confidence and peace of mind with a low cost, tried and tested solution from one company. No more dealing with multiple parties and keeping track of unnecessary monthly bills.

TouchPoint   TouchOffice Web

TouchKitchen

icrtouch.com

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