

## **FOOD & BEVERAGE COMMITTEE REPORT**

**10/5/2023**

### **POS Update**

The current POS system (Toast) is currently not capable of handling house account transactions the way the community would like for the following reasons:

- Cannot use account without verbally saying H/A number to server.
- Cannot look at individual account detail through Toast.
- Needs 3<sup>rd</sup> party software which transfers transactions from Toast.
- 3<sup>rd</sup> party software cannot show individual charge detail.
- We should be using country club software with POS. Not restaurant POS.
- 3<sup>rd</sup> party S/W UT&I cannot handle more than 1 CC on file to pay house acct.
- If there is more than 1 CC on file. UT&I will not choose. It will not process any payment.
- As a result, balance accumulates, and Charles sends nasty letter about payment due.

### **Recommendation:**

To close to season to consider any system changes currently. Will contact 3<sup>rd</sup> party SW Co. UT&I to see how to better utilize system to our community needs. Will speak to Toast to see if there is a next generation handheld device for better credit card reading (which I believe most residents will eventually go to). I suggest we

make it work for the upcoming season and reevaluate it next summer.

### **Positives:**

- Believe we have a solution to allow ordering poolside without having to go up to bar.
- Reached out to Deb Russo to see if new universal security system has the capabilities to encode house account info on whatever security device we use (FOB, ID cards etc.,) for use by card readers with current POS system.

### **Explanation:**

Area of expertise, Software, POS, back-office accounting

Team has been working with Restaurant to conform to the needs of the community (based on original survey)

### **Topics for today:**

- Toast POS
  - 3<sup>rd</sup> party S/W used for H/A
  - Changes to 3<sup>rd</sup> party S/W
  - Pool ordering system being implemented.
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- Toast POS
  - Is a good restaurant S/W package for restaurants?
  - Handheld order taking at table.
  - Expedited order processing
  - Payment through handheld at the table either H/A or CC
  - Can have email, text receipt to you.

### **S/W Deficiencies:**

- Does not allow H/A owner to look at detail of account.
- Cannot pay H/A charges with CC on file.
- Charges must be transferred from Toast to a 3<sup>rd</sup> party S/W to post transactions.
- When you log into your H/A you are not logging into Toast

### **3<sup>rd</sup> Party S/W UT&I:**

- H/A transactions must be transferred to UT&I daily.
- Payments for H/A use CC on file to pay H/A charges as they post.
- 3<sup>rd</sup> party S/W is where your CC info is stored, Not Toast.

### **S/W deficiencies:**

- Aging for H/A charges had been showing from your very first charge when your 1<sup>st</sup> started using account. You had to scroll through all your transactions to get to your most recent.
- If you had 2 CC on file S/W could not decide which 1 to use so no payment was made
- Because of those balances accumulated until you received an overdue balance letter from restaurant

## **CORRECTIONS BEING MADE TO 3<sup>rd</sup> PARTY S/W**

- Aging has been reversed so you now see most recent charges 1<sup>st</sup>.
- The developer is working to be able to see check details that has transferred from Toast S/W.
- Working to prevent 2 CC from being on account. When you try entering a CC to be used for payment of H/A charges, and there is already a CC on file it will tell you that a CC is on file and do not enter a 2<sup>nd</sup> CC.

## **POOL SERVICE SYSTEM**

- Our pool area is a resort.
- As a resort we should have the same services and amenities as any world-class resort has.

## **METHOD OF SERVICE**

- We are developing a system whereby you will be able to order food and drinks from your pool location.
- How many of you have used QR codes in the past?
- How many of you ordered take from the restaurant?
- We will be using QR codes to be able to place orders from your location.
- We have mapped out the entire pool area. For example, each cabana will have a QR code within the cabana.

- The QR code will take you directly to the restaurant's take out menu. You will be able to place your order and pay for it from your location.
- You can pay by HA, or CC. All orders must be paid for before they can be prepared and delivered.
- The QR code has a locator specific to that QR code which will tell the server where to bring the order.
- Each cabana, and groups of chairs probably no more than 6-8 chairs will have its own unique locator code. This will enable the server to know exactly where to bring the order when it is ready. (server goes to cabana 8, or chair group 34 with order for Joe Nolan, announces name and I take my food and drinks)
- When the order is placed your name and location will be printed on the server ticker. They will know exactly where to go, and who the order is for.
- We anticipate the QR codes to be ready by Oct. 15<sup>th</sup>.
- We will run a soft test for 2 weeks to make sure all is working to our expectations.
- Our plan is to go live by Nov. 1<sup>st</sup>. The beginning of the busy season

### **WHAT IF I DO NOT WANT USE QR CODE**

- You can still go up to the pool bar, place your order get a pager and when your order is ready go back and pick it up.
- Should you opt to use this method where you are doing all the leg work, the restaurant will at your request not charge

the 20% service charge. **BUT YOU MUST REQUEST AT THE TIME OF ORDER.**

- Orders placed using the QR codes from pool will still require the 20% service charge.

### **IN CONCLUSION**

The F&B committee hopes that these changes will make the relationship between the residents, and the restaurant vendor more palatable.

Please continue with your feedback once these systems are put in place.

Thank you for your time.