

Case Studies

The Client: The Portsea Hotel

An icon on the Mornington Peninsula, the hotel offers country style accommodation, a bistro seating 1200, an a la carte restaurant, games room, bottle shop, eat in or take away courtyard café, 5 bars and conference facilities. In peak season it is one of the busiest hotels in Victoria, often serving up to 2500 meals per day.

The Problem:

With such large volumes of customers, the Portsea Hotel required a point of sale solution that could streamline processes, improve productivity and was robust and flexible enough to control all areas of the hotel. It needed a solution that was proven to be effective in coping with the demands of a busy hotel environment.

The Decision:

After a lengthy evaluation of six solutions, The Portsea Hotel decided to implement the entire RedCat SmartSuite solution and installed 25 POS terminals throughout the hotel.



The Outcome:

“The RedCat solution has served the hotel well. It is easy to use and flexible enough to adapt to our changing needs. It has streamlined production in the kitchen and last minute changes can be made. For example, a change in daily specials and all terminals are instantly updated. While it is difficult to accurately determine the cost savings it is estimated to be significant. It has greatly reduced the time taken to process orders and improved accuracy, leading to improved customer service.”

“RedCat provides complete financial control. It gives us an accurate and up to the minute overview of our business at any time. We produce daily sales reports, P & L's and

regular inventory reports. In addition, we use SmartWages for all our payroll processing. SmartWages easily copes with the complex salary structures and superannuation requirements, also providing in depth reports to assist us to manage this vital resource.”

Andrew Henderson, Part Owner

