

Quaker Steak & Lube Restaurants Go Mobile With Partner Tech OT-110



December 2012

The Challenge

- Update outdated POS terminals/system
- Become more technologically efficient

The Solution

- Partner Tech OT-110
- onePOS software

The Outcome

- Increased order accuracy
- Increased return customers
- Faster order fulfillment
- Positive "buzz" among guests



QUAKER STEAK & LUBE

Founded in 1974, Quaker Steak & Lube® is a family friendly restaurant with a motorsports-themed atmosphere. Commonly referred to as "The Lube®," the restaurant features a unique blend of great service, award-winning food, supercharged events and eye-popping décor. Today, with over 45 locations, The Lube® serves over 80 million wings annually, sells its bottled sauces around the world, has won the title of "Best Wings USA," and has over hundreds of local, national and

international awards for its wings and over 21 signature sauces.

CHALLENGE

Quaker Steak & Lube, having been in business for decades – since 1974 – was running an outdated POS terminal system. This was causing operations to slow down and run inefficiently. Quaker Steak & Lube wanted to be more technologically efficient in their daily operations, allowing them to faster and better serve their valued customers.

SOLUTION

Partner Tech and onePOS were brought in to upgrade Quaker Steak & Lube's POS solution and enhance efficiency and the customer experience. The Partner Tech handheld ordering terminal, the OT-110, was chosen as the ideal mobile handheld for Quaker Steak & Lube's wait staff.

The OT-110 has a 4.3" TFT LCD touch screen that enables wait staff to directly input orders from their hands. The attachable MSR (card reader) module allows for quick tableside payment processing.

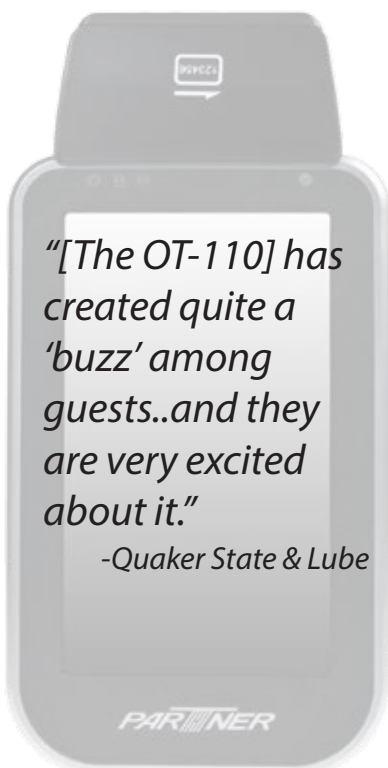
The onePOS software increases order accuracy from servers by enabling them to not have to memorize menus, as items can now be selected from the OT-110's touch screen. onePOS – built with speed in mind – allows the server to complete a transaction in as few keystrokes as possible. Features such as meal coursing, job throttling, and expo consolidation are all part of the onePOS system that ultimately improves the customer experience.

Altogether, the OT-110 wireless handheld with onePOS software frees the wait staff from running back and forth to the POS station, allowing for faster service and more accurate ordering.



"[The OT-110] has created quite a 'buzz' among guests..and they are very excited about it."

-Quaker State & Lube



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HOW IT WORKS

Traditional restaurant operations rely on “pen and paper” order taking from servers, which are later manually entered into the restaurants POS station. With the OT-110 running onePOS, takes the customer’s order from tableside, and the order is immediately received in the kitchen. During service, additional orders (drinks, etc) can be ordered similarly via OT-110 tableside. At end of service, card payments are processed right at tableside.

BIKE NIGHT

Every Thursday night Quaker Steak & Lube hosts Bike Night, a gathering of over 500 bikers and motorcycle enthusiasts. Mobile applications such as the Partner Tech OT-110 running onePOS show their significance during these high volume, high traffic times. With so many customers on a night like Bike Night, a traditional pen and paper ordering system would result in too much lag time, and would-be customers walking (or riding) away. Using this handheld system, servers can walk out into the parking lot and take orders which are then instantly sent to the kitchen. A food runner will then run the completed food order out from the kitchen to the customer in the parking lot. This frees up the server to continue taking orders from the hundreds of customers in the parking lot. The OT-110 running onePOS eliminates the time it would take for a server to walk out to the parking lot, write down an order, and walk back inside the restaurant to a POS station.

OUTCOME

Real world benefits have resulted from the implementation of the Partner Tech OT-110 to Quaker Steak & Lube.

As a result of the new handheld system, input to Quaker Steak & Lube’s kitchen is much faster and much more accurate. Food now comes out of the kitchen more rapidly, and the kitchen is able to stay on track even during very high volume periods. More accuracy and fewer mistakes in orders have directly resulted in fewer comps and waste. There has even been a “buzz” created from the guests about the new technology, resulting in more repeat visitors.

One of the most positive outcomes from the OT-110 installation and impacting Quaker Steak & Lube is the rate of guest return, “all due to increased efficiency.”



About Partner Tech

Partner Tech Corporation is a POS design manufacturer operating on a global scale, delivering world class POS products, solutions and support. Partner Tech Corp presently owns and operates three full-time factories in Taiwan and in China. More than two decades of experience in computer integrated terminal and peripheral product development, manufacturing and marketing has made Partner Tech a respected leader in the Industry. Contact Partner Tech @ (949) 598-1888 sales inquiries www.partnertechcorp.com

About onePOS, LLC.

One of the strongest features of onePOS is that it adapts to your way of doing business. You no longer have to choose a system that is setup specifically for a bar, restaurant, or quick service operation. Our flexible configuration allows each terminal to have the characteristics that you desire and fits best for that area of service in your facility. It is common to have onePOS terminal's configured for take out, dine in, and bartender operations all within the same site. and each of these stations runs ideally for that task.

Leading through creativity and simplicity

onePOS LLC is a leading provider of restaurant hospitality software solutions for the full service, quick service, bar/night club, and resort market places. onePOS LLC develops easy to use, stable, and feature rich point-of-sale software solutions for the hospitality market using its brands onePOS, onePOS Mobile, and oneMetrix. The first installation with the onePOS product was in January, 2001 and has been installed on thousands of terminals to date. onePOS products are sold and supported exclusively through a worldwide reseller network.