



ConnectSmart Kitchen

Robust, reliable graphical software for sophisticated kitchen automation

Comprehensive, Combined Hospitality Management System Connecting the Heartbeat of the Restaurant

As the recognized leader in advanced kitchen management technology, QSR Automations® understands that the kitchen is the heart of the hospitality business, and everyday restaurant success fluctuates with the beat of the kitchen. Hospitality companies of all sizes and concepts can fully automate and analyze the most critical aspect of their operation – the kitchen – with QSR's **ConnectSmart Kitchen (CSK)** graphical software.

Offering fully customizable graphical views, the CSK is part of QSR's ConnectSmart® Hospitality Automation Solution, which includes other innovative solutions – such as recipe and maintenance task management, seating and wait list management, in-store and online call aheads, in-store and online reservations, and guest messaging – to fill the mission critical voids left by point-of-sale and backoffice systems. The CSK acts as the heart of this comprehensive, combined hospitality management system, enabling operators to measurably increase efficiency and quality while creating positive guest experiences every visit.



Robust, Flexible, Intuitive, Intelligent
Graphical Tabbed Views and Menu Cards
User Definable Features for All Concepts
Powerful, Reliable, Open Architecture
Extensive POS Interfaces



More Than Powerful Graphical Capabilities

The CSK's graphical capabilities enable hospitality operators to make use of menu cards as well as enhanced order and item details. More than a robust graphical solution for sophisticated kitchen management, the CSK ensures the right information is available at the right time in the right place for the right personnel. With the CSK's fully definable tabbed views, operators ensure excellence by customizing each of their kitchen station screens to display and manage all of the information that can be needed at that station.

Operators can route and display items and orders in a specific manner at each kitchen station screen to meet exact operational requirements, such as routing baked items to a bake preparation station and grilled items to a grill preparation station while routing orders to an expeditor station. And multiple routing views can be configured for kitchen personnel that need access to more than one view at a single kitchen station, allowing them to manage multiple preparation stations from a single screen. Additionally, personnel and management can view any web-based information. All of this information can be made available on one screen with easy to navigate tabs configured at the top of the customizable CSK station view.

Offering the rich feature sets companies have come to expect from QSR's successful kitchen management solutions, the addition of graphical capabilities and tabbed views enables hospitality operators of all sizes and concepts to maximize productivity, profit, and guest delight.



Strategic Distributor for
QSR Automations®

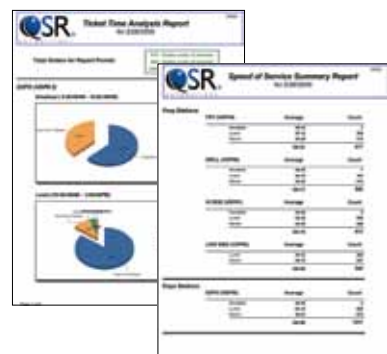
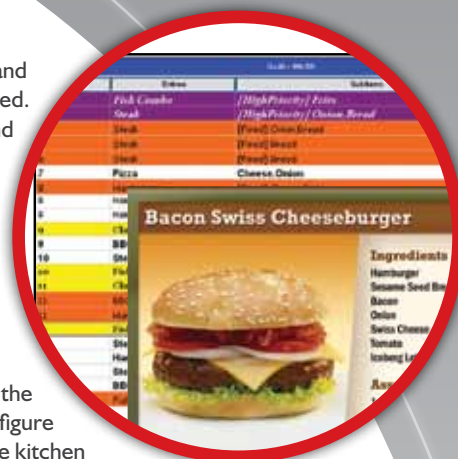


Robust Graphical Views and Access to Data Enhance Quality and Speed

With the ability to dynamically display graphical menu cards, operators can easily introduce new products and personnel, ensuring accuracy and consistency with minimal training effort. Intuitive and interactive, menu cards provide kitchen staff with recipe information when and where it is needed. Additionally, operators are no longer required to print, distribute, or hang expensive recipe books and laminated posters, cutting down on cost and clutter.

Adding to the flexibility of the CSK, the use of different sized fonts and font formatting (such as bold, italics, and underline) can call attention to specific details, or increase the amount of information presented within certain areas of the screen. While ensuring all of the precious screen real estate can be used based on operator requirements, fonts and colors ensure that important information is not missed.

The robust CSK also offers advanced routing and display options, including the ability to customize the display attributes of every item, item status, order, and order status. In addition, operators can configure multiple activity levels to make real-time in-restaurant changes to the flow or display of information in the kitchen based on volumes or staffing needs during that time.



Most importantly, all transactional data can be meaningfully captured, compared, and used to enhance productivity and guest service. Highlighting opportunity areas quickly, the CSK displays average cook times at each item view station and average order times at each order view station. The data can also be presented through standard or custom Crystal Reports®. Using this important production information in historical formats, operators can compare labor, revenue, and sales data to determine if sales are turning into profit.

In addition to providing operators with speed of service information from the CSK, the ConnectSmart architecture allows all ConnectSmart applications to use and access the same data. For example, with access to kitchen production data, ConnectSmart Hostess can update predicted table turn times to more accurately quote customer wait times at the hostess stand.

Advanced, Effective Table Service Automation

In a table service environment, the CSK simplifies kitchen management, speeds order communication to the kitchen, and eliminates the need to print costly paper or call out orders from a central kitchen location. Table service operators who take advantage of the CSK improve guest satisfaction by getting out hot food hot, cold food cold – and getting it out quickly. The CSK enhances food quality, increases table turns and volumes, and reduces training needs while giving management access to production data and speed of service metrics.

With the CSK's powerful delay routing functionality, individual items are routed based on cook times to specific preparation stations in the kitchen. Changes made to each item at each preparation station – such as fired, cooking, prepared, and redo – are simultaneously indicated at the expeditor station at the order level, ensuring servers and managers know with a glance the status of their items and orders. Once orders are completed in the kitchen, they are automatically moved to the front of the expeditor view. And a receipt with table numbers and seat assignments can be automatically printed at order completion to avoid auctioning food at the table.

QSR's AccuPrep View gives table service operators yet another choice in how they can manage each individual kitchen station. Working in conjunction with QSR's delay routing, with the AccuPrep View, the item follows the process that a chef follows. The item moves through three different sections of the screen based on the real-time preparation status of the item, ending in a plating area that also shows the side item information. The AccuPrep View reduces unused screen space, eliminates confusion, and ensures no new items are missed. Most importantly, the AccuPrep View protects food quality because the chef maintains focus on items that require action when those items need action, also ensuring that side items are not plated too early.



Item	Current Time	Prep Time
Cooksey	4:15 PM	25 minutes / 4:40 PM
Wayne	4:00 PM	20 minutes / 4:20 PM
Porter	3:45 PM	20 minutes / 4:05 PM
Griffin	3:20 PM	15 minutes / 3:35 PM
Simpson	3:00 PM	15 minutes / 3:15 PM

And with QSR's ConnectSmart QuoteBoss, operators can ensure their carryout guests receive an accurate quote time when placing to go orders. QuoteBoss uses cook time data in combination with the real-time status from the kitchen to create the quotes. A Microsoft® Windows® client, QuoteBoss can run on any Windows computer within the restaurant network, including point-of-sale terminals.