

MICROS Payment Gateway opens new doors at Cafe Sydney

CAFE SYDNEY

Cafe Sydney

Circular Quay, Sydney

cafesydney.com

Capacity

Seating for 200 guests



Cafe Sydney has occupied the rooftop of Sydney's historical Customs House since 1999. Famous for its open-air terrace and spectacular views of Sydney harbour, the restaurant caters to about 550 guests a day.

Jacqui Rimer is the Financial Controller of Cafe Sydney. In this role she is responsible for managing all financial aspects of the business. She also oversees the restaurant's IT function, which is outsourced to a specialist provider.

Ms Rimer says the restaurant has been using MICROS Point of Sale since 2001. Each day she uses the system-generated reports from MICROS to make sure the financial area of the business is accurate.

"The system automatically runs a sequence of reports at 6am every morning. So when I come in, the reports are waiting for me," Ms Rimer says.

The reports allow Ms Rimer to analyse the business' trading from the previous day. The revenue is split into different revenue centres and service periods, as well as down to finer details such as payment types. Ms Rimer uses the month-end reports from MICROS to look at the restaurant's financial performance, including sales, margins and cost of sales.

"Like all businesses, we have certain budgets to achieve, so it definitely helps with that analysis. I don't think our reporting would be so simple if we didn't have a system like MICROS."

The restaurant operates nine MICROS terminals, including six in the restaurant, two in the bar, and one for the cashier – all of which are linked to MICROS Payment Gateway.

Making short work of credit card payments

MICROS Payment Gateway allows restaurants and bars to manage point-of-sale, customer service and card payment systems with one fully-integrated terminal. It effectively means that every MICROS workstation in the restaurant or bar can be used to process card payments.

According to Cafe Sydney's assistant manager, Jesper Jensen, adopting MICROS Payment Gateway has dramatically improved the cashiering process at the restaurant.

"In the past it took longer for the cashier to manually process all the different credit card payments, and balance them all at the end of the night" Mr Jensen says. "Now it's very simple – we get one report that includes every credit card payment and type, and it's all through the one system so there's no balancing between different systems and terminals."

Using MICROS Payment Gateway, a single swipe of the guest's credit card triggers preauthorisation for the amount shown on the bill. The waiter then gives the bill and card back to the customer, who adds the tip and leaves. The waiter can then process the total of the meal and tip as a single transaction, at any workstation. Mr Jensen believes the system improves the accuracy of credit card payments, and removes some of the potential for human error.

"Because the first swipe is only an authorisation, it means we don't have to go into the customer's account twice," he says. "That also makes it easier if the customer wants to change cards or split the bill – you don't have to refund the first transaction. There are definitely not as many mistakes as there was in the past."

"The whole billing process used to take about 10 minutes. Now we can do it in about 2"

Jesper Jensen, Assistant Manager, Cafe Sydney



Giving staff more time on the floor

Mr Jensen says the biggest benefit of MICROS Payment Gateway is the fact it reduces the amount of time staff spend processing card payments.

“Our restaurant is big, so if we only had one cashier’s terminal we would constantly have staff running around, up and down the stairs,” he says. “And at the end of the night there would be a queue of staff at the cashier waiting to process payments.”

“Now staff can just go to the nearest terminal and process their customer’s credit card. There’s less time away from the customer, so they can provide a better service.”

Helping customers get on their way

By reducing the time it takes to process a customer’s credit card payment, MICROS Payment Gateway allows Cafe Sydney to operate more efficiently.

While this has obvious advantages for the restaurant, Mr Jensen says it’s also much appreciated by their customers – particularly those who are on tight deadlines.

“We respect that our corporate guests are time poor and want efficient service,” he says. “Being located in Circular Quay also means people are often trying to catch a ferry after lunch or dinner, or see a show at the Opera House.”

“The whole billing process used to take about 10 minutes. Now we can do it in about 2 minutes tops – it makes the whole sequence of service smoother.”

Another thing customers at Cafe Sydney appreciate about the system is the fact their credit card isn’t carried all over the restaurant.

“We get a lot of people from overseas who are uncomfortable with leaving their credit card in someone else’s hands for too long. But with our system the card never leaves their sight.”

“It’s also good for card security – the system tells us straight away if there is a problem with the card. Before we would just get an error message, and we would need to call the bank to find out why.”

A better use of resources

As well as making the cashiering process more efficient, Mr Jensen says there’s been another valuable side benefit from adopting MICROS Payment Gateway – it’s allowing staff to process more customer bookings.

“We’ve had a big increase in our email and online bookings,” he says. “Our reception staff now have more time to respond to these emails, attend to bookings, and focus on customer service.”

“We’ve been able to take the time and cost we put into cashiering and processing credit cards, and we’re putting it towards our first priority – our guests.”

For more information on MICROS Payment Gateway, please visit micros.com.au

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