

# LABWARE®

HOSPITALITY



## Labware Systems

a completely new dimension  
at the hospitality point of sale



a passion for perfection

## Labware hallmarks - superb touch screens, professional handheld terminals and long range Bluetooth®

Designed with Italian flair, Labware sets an unprecedented standard on the hospitality scene. Your servers with handheld Nanos will act and feel like top professionals. Your business will radiate innovative customer care. Your management control will be matchless.



### Labware unique features

Features unique to Labware include intelligent ticket printers and Bluetooth® access points that control the flow of orders and provide management information without the necessity for a mains operated terminal or touch screen.

The system mix depends on what you need. Most businesses will benefit from the enhanced customer service and comprehensive management control provided by a combination of fixed terminal Gigas, handheld Nanos and printers. Smaller businesses could use just one Nano handheld terminal with an intelligent printer or several Nanos and printers with a Bluetooth® access point.

### Performance with panache

Because all components of the Labware concept - the 15" Giga touch screens, the Nano handheld waiter terminals, the specialised printers for kitchen, receipts and guest checks, the back office software and the Bluetooth® - were designed from inception as an integrated system, they all work seamlessly together for smooth business operation and control.

### The Labware Product Range

- Giga 15" Touch Screen Terminal
- Nano Handheld Waiter Terminal
- Receipt/Guest Check Thermal Printer
- Bluetooth® Access Point
- Kitchen/Bar Thermal Printer



### A dash of Italian flair to complement your décor

Labware units are supplied as standard with grey side trim. If you wish, you can match your décor with one of the colours shown as an optional extra.

## Giga - simply the best there is

The Labware concept is to do everything that needs to be done at the hospitality point of sale with minimum effort and maximum reliability.

Giga is the latest model in a range of point of sale terminals that has led the Italian market for 14 years.

Highly sophisticated yet simple to use, this heavy-duty 15" touch screen terminal has all the hospitality features you could want in a good-looking housing that enhances the ambience of any location. It is ruggedly constructed with no moving parts for long life and low cost of ownership and it is impossible to send it a virus.



## Right for you - no compromises

Fine dining, casual dining, pubs, nightclubs, pizzerias, fast food, takeaway and deliveries – whatever your branch of hospitality, Giga is delivered with the functions and screen layouts that meet your specific business requirements.

## Pictures - a universal language

Waiters come from many parts of the world and may not be fluent in the language of the country they work in.

Using Giga's in-built graphic generator, it is simple and fast to put your menu on the touch screen 'buttons' as colourful 3D images. This guides servers quickly through transactions while errors in taking orders are virtually eliminated.

Even new and part time serving staff can operate the system with minimal training.

## Choose the options that suit you

To increase efficiency and simplify daily operation, the system offers features specific to different sectors of hospitality. Examples are -

**Course levels:** Food orders can be sent to preparation areas divided into starters and main courses. So if a light eater in a group wants a starter as a main course, it is obvious to the kitchen.

**Order co-ordination:** If one customer wants a baguette that is prepared in a sandwich area and another wants cooked food that is prepared in the kitchen, both areas can be notified in small print of what the other is making. This co-ordinates the timing so the waiter delivers the food to the table at the same time.

Your dealer will be happy to discuss the sector specific options so you can choose those that apply to you.



capability with charisma



### The handheld connection

Giga can be supplied with integrated Bluetooth® to communicate with any handheld Nano terminals in the system.

### Now or later

You can add handheld capability to your Giga system at any time. Just plug in an access point and switch on the Nano. It will seek and find the Giga terminal, acquire all the necessary data and be ready to use in under a minute.



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Fax No: 744 0859 21

23-06-2009 13:26:52  
BILL N. 0 POS# 1  
**Table 2**  
Operator : Andy

2 x Cover	0,00
1 x Pacific Prawns	6,50
1 x Tricolore Salad	5,50
1 x Dover Sole	22,50
1 x Rack Of Lamb	16,50
1 x Fresh Fruit Salad	3,50
1 x Torta della Nonna	3,50
<b>Total</b>	<b>58,00</b>

### Unique printers specifically designed for hospitality

Stylishly designed to match the Giga housing, the receipt printer is quiet, compact and reliable. Operating at a speedy 200 mm/sec it has easy drop in paper roll loading and automatic receipt cut off.

Uniquely, this printer can also be used to print guest checks. By lifting the top flap, a pre-printed guest check can be inserted and printed upon.

The kitchen/bar printer has a spill-proof design and a ringtone to attract attention when an order comes through.



## Control costs, maximise profits and save time

There are 2 powerful but easy to use BackOffice Software options that provide the essential data to enable management to make smart business decisions.

With BackOffice Lite installed on your PC, you can change product and server names, prices and settings and obtain sales and management information.

BackOffice Pro includes inventory control, purchasing control, menu costing, recipe costing, accounts receivable and sales tracking.

BackOffice Lite and BackOffice Pro are both web based so that you can manage your system from head office or from home. Alternatively, you could link to the system locally via a Bluetooth enabled laptop for price and product maintenance and reporting.

## Right for you whatever your hospitality sector

Fine dining, casual eating, pubs, fast food and takeaways have different requirements. Your Labware system is multi talented and will be delivered with the right screens and features to suit your sector of the hospitality business.

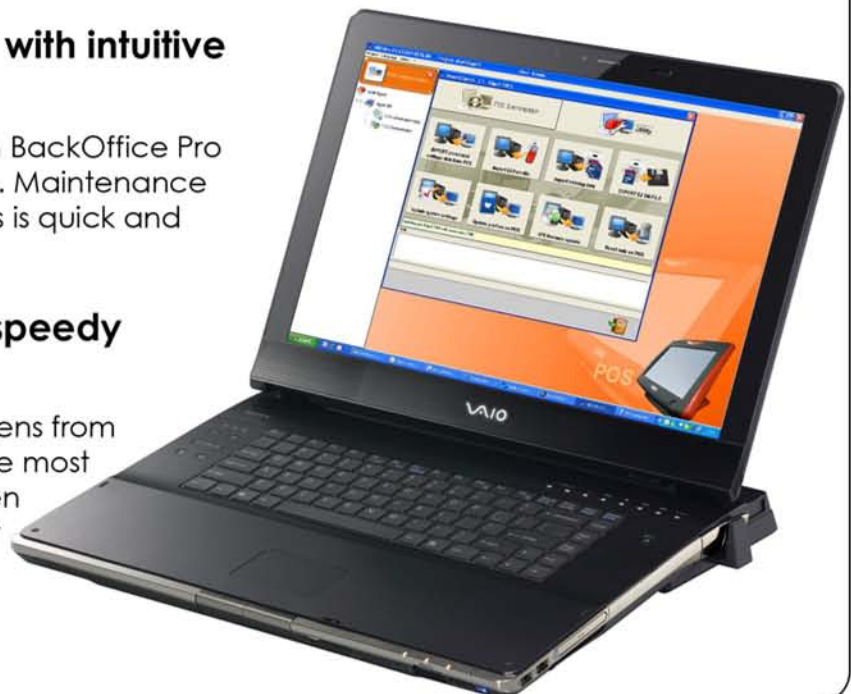


## System maintenance made simple with intuitive software

Point-and-click graphical screens make both BackOffice Pro and BackOffice Lite easy to learn and to use. Maintenance of your product database, prices and servers is quick and very simple.

## Pictorial screens ensure accurate, speedy service - automatically

The system automatically creates menu screens from your product list. You can choose to have the most popular items appear at the top of the screen or alphabetically. Pictures are automatically generated from your list of menu items and placed on the screen buttons.



## Looking after all areas of your business

Today's hospitality businesses succeed through being flexible. Some of your customers may want to drink at the bar or in your garden, some may want to eat, others may telephone for a take-away. The same terminal can handle it all.

## Creating your menus is flexible, easy and automated

You can create up to 8 different menus - for example, a fixed price menu, a lunch menu, a dinner menu, etc. You could choose to make them time controlled so that only the lunch menu options display between, say, 11.30 am and 4 pm and only the dinner menu options display between 6 pm and 11 pm.

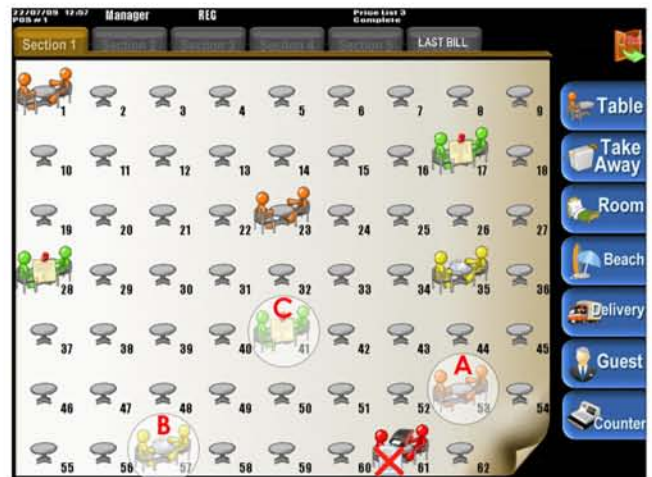
Menu modifiers also display automatically and are only appropriate to the menu item selected. For example, if steak is selected, the cooking instruction choices can display. When the cooking instructions are selected, the vegetable choices can display.

You could, for example, touch a pizza button and all the types of pizza could display for selection. Or your screen could be set so that when pizza is entered, all the chargeable topping choices automatically display and you can select with or without olives, mushrooms, tuna etc.

## Monitor table status and availability

You can have customised graphical table layouts for all areas of your business - the restaurant, bar, patio, upstairs, the garden, etc.

At any time, you can view the table status and see at a glance free tables, tables in use (A), tables with coffee indicating end of meal (B), tables that have been presented with bills (C) and the spend on each table. Your tables can have seat assignment so that servers know what food to serve to each customer.



## Just some of the many other features

- Special kitchen instructions
- Free text messages to the kitchen
- Special offers and promotions
- Mix and match - e.g. 3 beers for the price of 2
- Sell menu items by allocated number
- Locate customer by table identifier e.g. numbered wooden spoon
- Up to 8 printers for bar, kitchen, sandwich area etc.
- Access account customers by telephone number and/or name
- Barcode scanning
- Split or join bills just by dragging items from one bill to another
- Multilevel security access by operator rights
- Comprehensive management reporting
- Customer accounts
- Up to 32 Gigas in one network
- Unlimited Nanos with one Giga
- Hold an order and fire it to the kitchen when appropriate



## Nano - small, stylish, desirable the world's thinnest, lightest handheld terminal

### Slim, beautiful, practical

9 mm thick and weighing 115 grams, Nano has a full colour touch screen with menu pictures and long range Bluetooth® wireless technology.

Drop resistant, splash proof and easy to use with just one hand, it is the perfect tool for taking orders at the table and sending them wirelessly to kitchen and bar.

### Comfortable, smart, professional

Waiters want primarily to concentrate their skills on customer service. Because Nano was designed from the waiter's point of view, waiters are more than pleased to use them. They are the size and weight of the notepads on which waiters would previously have handwritten their orders.

Nano fits easily into a shirt pocket or the top pocket of a waiter's jacket and can be attached by lanyard to avoid it being mislaid. It has a long battery life and typically needs to be charged just once a week in an average restaurant.

### Everyone benefits – your customers, your servers and you

When integrated in the same system as Giga terminals, your customers appreciate the professional service, your servers achieve more with less effort and you profit from the higher volume sales that speedy, attentive service brings.



extreme lightness



long lasting battery



full colour display



drop resistant



minimum thickness



spill proof



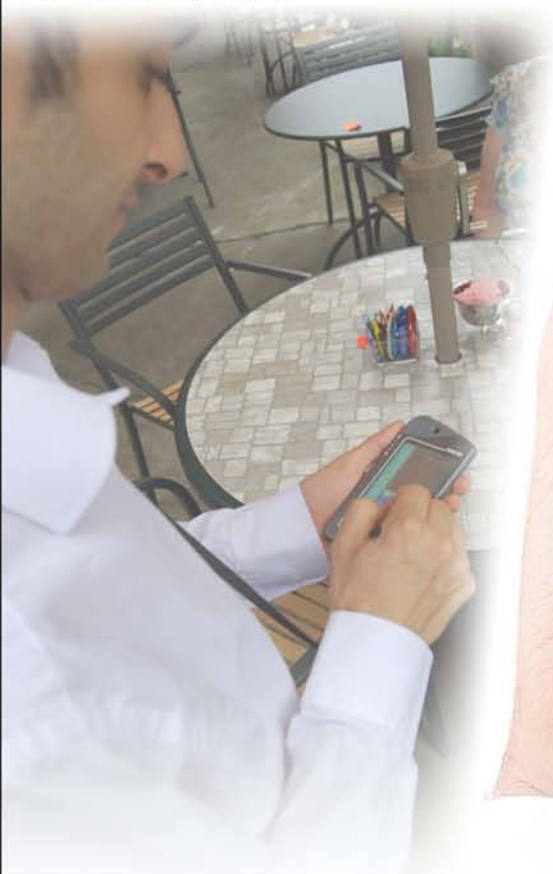
one hand usability



bluetooth long range

### Just what the customer ordered

Most customers – especially in a group – place orders for food and drinks in a non-sequential manner. 'I'll have the same' – 'Give me one of those, too' – 'I've changed my mind'. A waiter using a notepad alters quantities and crosses out items. Using his stylus pen, your waiter can cross out and add items in the same way on his Nano before pressing the button that sends the order wirelessly to kitchen and/or bar.



### Pictures are recognised more quickly than words

Nano's touch screen has pictures of menu items to simplify and speed service. Waiters log on to Nano by touching a picture of a waiter and open a table by touching a picture of a table.

Departments can be represented by numbers and pictures, so waiters can touch a picture of a steak to open up a list of steaks. Or, if they know Department 3 is Steaks, they can touch the number. Nano contains a mixture of graphics and text lists. As familiarity with the Nano grows, waiters can use whichever they find to be quicker.

There is virtually no limit to the number of Nanos that can communicate via a single Bluetooth® access point. If orders are taken outside the communication area they will be transmitted when the Nano returns within range of the access point.