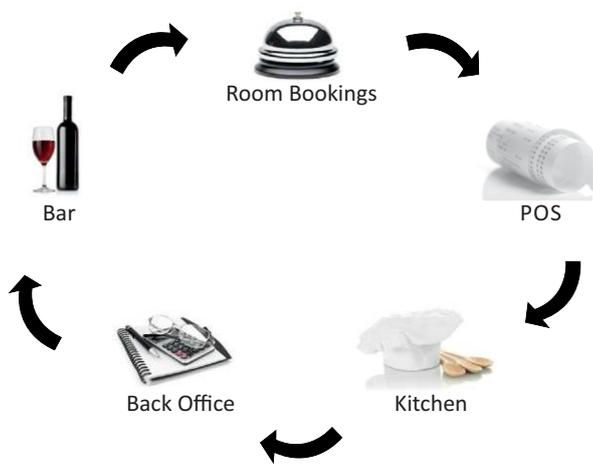




# IQ Hospitality.

## Overview & Features

With IQ Hospitality you have access to one of the most powerful restaurant point of sale management systems available, and whether you run a hotel, restaurant, canteen, deli, or bar, we're confident you'll find all the features and functionality you need, allowing you to balance inventory and staff more effectively.



## Hospitality Features:

- Table tracking, table transfers and table reservations with table splitting
- Take-aways (counter, phone in and delivery orders) with routes
- User defined and automated promotions per date and time range and recurring days and times, with multiple start and end times
- User definable hardware setup per PC with seamless integration to touch screen, keyboard, mouse, scanner or programmable keyboard
- Multiple menu layouts with unlimited menu items, instructions and modifiers

- User definable menus with location, colour, size and picture related placement options
- Multiple tender media types including cash, credit card, discount, staff, no charge, account, room, cheque, voucher & gratuity
- Payouts (petty cash in and out)
- Automated service charges and staff meal allowances
- Multi-Currency setup, tendering and cash-up
- Item and waitron transfers from any table
- Multiple security levels and access management control
- Multiple logon options including swipe cards, biometrics (fingerprint recognition) and manual input
- Detailed and summarized VAT reporting
- Multiple cash drawers per single PC can be setup to be waitron specific
- Integrated customer loyalty system with purchases analysis and scoring facility
- Cash Sales module caters for busy bars, night clubs, delis, sports clubs or general retail type stores
- Integrated room setup with reservations and booking system
- Full debtor and creditor system with receipting, journal processing, age analysis and auditing, statement printing
- Supplier Goods Receiving, Customer Invoicing and Purchase and Sales Orders
- Bulk & Portion control (Prep/Cooking sheet) with yield analysis
- All reports can be exported & emailed as PDF, Html, Excel, Bitmap, Jpeg, etc
- Real time recording of theoretical and actual stock and sales values
- Waitron promotional incentives on menu items using points or comm.% or value with performance and audit analysis.
- Multiple order copy printing and to 9 different locations with multiple customer copy printing options
- Item re-order levels and re-order quantities with warning indicators
- Capturing overhead expenditure using ledger accounting structured accounts
- General ledger account analysis and exporting of account balances
- Seamless back office integration to ledger accounts
- Full sales analysis showing sales, profit and GP%, by item, department or by group revenue center or combined

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- Open item, no charge items and voided item processing
- Time attendance tracking with hourly wage calculations and staff management functionality
- Full recipe control and costing, including recipes within recipes
- Daily & Weekly usage forecasting based on previous sales history
- Multiple payment types (cash, credit card, cheque, voucher, etc) per sale
- Inter-branch and stock holding transfers
- Multiple stock holding and sales outlets
- Barcode printing and scanning with weighted item processing
- Full audit tracking and supervisor control down to transaction level
- Reprinting of previously processed orders, bills, take-aways, payouts, etc
- Customer linked pricing and discounting
- Stock shrinkage analysis per item, category, department, group for any date range
- Item Sales, cost of sales, GP%, reporting for any period, past or present and for any location/ revenue centre
- Stock movement, value and variance analysis for any period, past or present, and for any location/ revenue centre
- Caters for multiple venues, conferences and weddings operations
- Integration to 3rd Party online loyalty system, Maxisoft & stock count system, Totalizer.

## Your complete Restaurant and Hospitality management system including back office.

With over 25 years experience in the retail and accounting software industry, IQ Retail is today a leading software developer, providing state of the art software systems and legendary service excellence, with installations nationally and internationally.

IQ Retail is committed to best practice methodologies using Windows based architecture. With continued developments and improvements, you are assured that you are kept up to date with the latest technology and trends, keeping you ahead of the opposition.

You can be assured that you'll spend less time maintaining it and more time exploiting the simple yet powerful management tools. IQ Restaurant database comes with high end features like, built in data integrity, redundancy checking, rollback and commit, SQL reporting, features usually only found in large, costly and support intensive databases.

## Scalability & Compaibility

IQ Restaurant is the complete hospitality solution for small to large, from back office to front office.

Description	Qty	Price	Value
CHICKEN WINGS	1	36.00	36.00
CHIPS MED	1	17.00	17.00
SALAD SMALL	2	13.00	26.00
CHICKEN NUGGETS	1	27.50	27.50
CHIPS SMALL	1	13.50	13.50
MUFF 300G	1	30.00	30.00
MUESLI SMOG	1	13.00	13.00
T BONE 300G	1	57.50	57.50
PEPPER SAUCE	1	13.00	13.00
CARLIC SAUCE	1	13.00	13.00
BLACK LABEL	2	15.00	30.00
WINDHEK LIGHT	1	17.00	17.00
WINDHEK LAGER	1	17.00	17.00
AMSTEL	1	16.00	16.00

Account	Table : 00001
Cash	
Cheque	
Credit Card	
Discount	
Coupon	
Tip / Gratuity	
Staff Meal	
No Charge	
Room Account	
Direct Deposit	

SubTotal	346.50
Tip	0.00
Discount	0.00
TOTAL	346.50
Tendered	0.00
Rounding	0.00
Still Due	346.50
Change	0.00

## Payment Processing

**Providing a stable, fast and user friendly graphical interface (GUI)**, IQ Restaurant with unsurpassed functionality and scalability will help control any size business and increase turnover in half the time and with half the effort. With various user interfacing options such as touch screen, mouse, keyboard and programmable keyboards, allow waiter stations / PCs to be individually configured, allowing unique and diverse setups to be achieved.

Whether it is a small single user, over the counter take-away operation, or a large multi-user, 450-seater installation, with multiple stock holdings, multiple cost and income centers, we have a solution. Unlimited products, suppliers, debtors, recipes, menus, instructions and modifiers (basically everything is unlimited) ensure that any menu can be implemented so you can design an effective interface for your staff.

**IQ Restaurant has the diverse ability to cater for mixed operational environments, e.g. restaurant and bar mixed with a retail shop and deli or even a take-away (including deliveries and route setup).** No need for a special or additional "Bar" or "fast food" type POS system, as IQ Restaurant caters for large and busy bars and night clubs where speed is of the essence.

# Hospitality.



With multiple slip formats (sales dockets), the establishment can cater for multiple revenue centers each with their own identity. The restaurant has the facility to print it's own heading, footer details and logo, while the retail shop or second franchise prints it's own logo and different sales docket details.

The use of multiple payment types (cash, credit card, discount, cheque, voucher, room, account, etc) per sale, **customers can part pay the bill with more than one type of payment**, half with cash and the remaining amount via credit card or on account. With the use of extensive multiple security levels and access management through swipe cards, biometrics (fingerprint recognition) and manual logon gives you peace of mind.

## Customer Loyalty

Customer satisfaction is key and success of any business. The integrated customer loyalty module will allow you to focus more on increasing customer loyalty to improve their dining experience. **Fully integrated with a central customer database, the loyalty function is able to award points, commission or values to customers based on the products they have purchased.** Each product can be pre-allocated with loyalty scoring methods based on points, commission percentage or a fixed value.

With the added benefit IQ Restaurant can be linked to an online 3rd party loyalty program, Maxisoft (Maxiclubs' Online loyalty program), catering for multi-store loyalty integration.

Customers can then redeem their loyalty in the form of vouchers or as a monetary value or allow their balance to accumulate.

Customer Loyalty Capture

Personal details and tendencies pertaining to each customer, such as preferred dishes, beverages, seating arrangements, dislikes, birthdays, anniversary dates, dependants, dining frequency and payment details are available and can be utilized for marketing campaigns or exported to 3rd party customer loyalty systems.

## Take-Aways.

IQ Restaurant Take-aways, counter and phone in, including deliveries with route costing. **Routes can be predefined with automatic delivery charges and driver allocation.** Deliveries system automatically integrates to a central customer database and customers can be searched via telephone or name. New customers are automatically added to the central customer database. Customer purchases can then be tracked via the integrated customer loyalty system enabling market trends and buying patterns to be extracted.

## Menu Management & Ease Of Use

IQ Restaurant's intuitive menu design and screen low prompts you through orders, and requires very little or no need for training, increasing employee productivity. With frequent labour turnover, IQ Restaurant has the ability due to it's design and ease of use, it's never been so easy to train new bartenders, waitrons or even a new manager, allowing more time to be spent with the customer.

**Fast tender buttons or quick keys drastically reduce key strokes to speed up bar, cash sale or take-away transacions.**

Ability to sell items that are not menu based (do not appear on the touch menu) can be done using a keyboard, scanner or searched manually. **This again emphasizes the flexibility IQ Restaurant has and the ability is has to be implemented in just about any environment.**

Strict access and audit control for all ordering (quantities, price changes, discounts, no charge items, maximum and minimum values), voids, tables, cash sales, take-aways and rooms. With the advanced characteristics of IQ Restaurant that other packages only dream of, you will have more time to concentrate on customer service and enjoy better control and improved turnover. Achieve those objectives you have set out to achieve. Everything from placing orders, to performing payouts to performing end of day procedures, IQ Restaurant has been optimized to save you and your staff valuable time and money.

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## Customer Loyalty Capture

Menu buttons with both price and image display options and can be sized or colour coded and grouped together.

This aids with quicker item identification which means quicker processing times and improved productivity. Menu items can be setup to cater for waitron and customer promotional incentives using points or comm.% or fixed value.

IQ Restaurant caters for installations where the menu needs to look and function differently per revenue centers (e.g. the bar must have a different menu to that of the restaurant, take-away, deli, sports clubs, or retail shop).

With all these features and controls at your finger tips you can start to enjoy the finer things in life.

## Powerfull Back Office & Stock Control

IQ Restaurant caters for full back office system including an extensive stock control and recipe system. Full debtor and creditor system with receipting, journal processing, age analysis and transaction auditing, statement and advice note printing and included, is supplier goods receiving and customer invoicing, sales and purchase orders with inter-branch transfers for head office to branch or branch to branch stock transferring. The debtors system is fully integrated to the front office and room reservation module, allowing rooms to be closed of to a debtor account. IQ Restaurant's purchase orders system caters for back order control and the sales orders system comes with the option to print picking slips for warehouse distribution.

**IQ Restaurant uses perpetual inventory management in order to reduce over all food and beverage costs, improve turn over and increase profitability.**

Full purchase and sales comparison analysis, showing the sales, purchases, profit and GP%, stock movement, per item, department or group, for any day, week, month or year, selecting either transaction by transaction details or summarized values only. IQ Restaurant management reports have the facility to pin point top seller and poor performers, stock movement and variances per holding, per item, for any date range, past or present. IQ Restaurant has the facility to print after end of day or month end, for any day, week, month or year, allowing freedom to do other tasks and not have to worry about printing unnecessary reports or losing them and not being able to reprint them.

Date	Reference	Order	Tot	Loc	Rep	Disc	Cost	Profit	Quantity	Amount
02/10/2012	BM	EOD B/MF BUR10	3	BAR	0	0.00%	0.00	0.00	1,000	57.75
02/10/2012	BM	EOD B/MF BUR10	3	BAR	0	0.00%	0.00	0.00	2,000	115.50
02/10/2012	IN	Sale [3-2512]	3	BAR	5	0.00%	57.75	-8.19	1,000	49.56
02/10/2012	IN	Sale [3-2555]	2	BAR	4	0.00%	57.75	-27.45	1,000	30.26
02/10/2012	IN	Sale [3-2558]	3	BAR	50	0.00%	57.75	-27.45	1,000	30.26
03/10/2012	BM	EOD B/MF BUR10	3	BAR	0	0.00%	0.00	0.00	2,000	113.34
03/10/2012	BM	EOD B/MF BUR10	3	BAR	0	0.00%	0.00	0.00	1,000	56.67
03/10/2012	IN	Sale [2-2616]	2	BAR	4	0.00%	56.67	-7.11	1,000	49.56
03/10/2012	IN	Sale [2-2639]	2	BAR	5	0.00%	56.67	-26.41	1,000	30.26
03/10/2012	IN	Sale [3-2724]	3	BAR	6	0.00%	56.67	-26.41	1,000	30.26
04/10/2012	BM	EOD B/MF BUR10	3	BAR	0	0.00%	0.00	0.00	2,000	114.14
04/10/2012	IN	Sale [2-2782]	3	BAR	6	0.00%	114.14	-53.61	2,000	60.53
05/10/2012	BM	EOD B/MF BUR10	3	BAR	0	0.00%	0.00	0.00	4,000	227.60
05/10/2012	IN	Sale [3-2878]	3	BAR	6	0.00%	113.90	-14.98	2,000	98.12

## Stock Enquiries

Stock control figures are theoretical and actual based and include re-order levels and re-order quantities with warning indicators. Re-order reporting automatically extracts only those items that are required to be re-ordered and indicate the best price and preferred supplier, saving you time and speeding up the ordering processing. **With a built in daily & weekly usage forecasting utility, based on previous sales history, means no more headaches due stock shortages and having to tell clients you're out of stock.** With IQ Restaurant's bulk & portion control (Prep/Cutting sheet) with yield analysis makes accurate stock control and costing a cinch and improves profitability.

Stock counts and issues are centrally controlled and access can be limited to the users' predefined permissions.



Stock counts can be done daily, weekly or monthly, and can be done per holding. Counted values can be entered manually or imported from the Totaliser's liquor management system, which takes the guessing out of stock counts. All stock variances are automatically calculated by the system and are done at end of day when the system recalculates the opening and closing figures. All stock discrepancies, adjustments and write-offs are posted as stock transactions so that full audit control is maintained as to who, when and why.

Description	Opening	Purchase	B/Tmfrs	BulkRcvd	Received	Issued	Adjstmnt	Recipes	Sales	Closing	CloseCnt
HAMSTEL	-1.000	0.000	0.000	0.000	0.000	0.000	0	0.000	0.000	-1.000	5.000
ARCHERS	0.000	0.000	0.000	0.000	0.000	0.000	0	0.000	0.000	0.000	0.000
BACARDI BREEZER	0.000	0.000	0.000	0.000	0.000	0.000	0	0.000	0.000	0.000	0.000
BLACK LABEL	9.000	0.000	0.000	0.000	0.000	0.000	0	0.000	0.000	9.000	10.000
CASTLE	0.000	0.000	0.000	0.000	0.000	0.000	0	0.000	0.000	0.000	12.000
CASTLE LIGHT	0.000	0.000	0.000	0.000	0.000	0.000	0	0.000	0.000	0.000	14.000
CASTLE MILK STOUT	0.000	0.000	0.000	0.000	0.000	0.000	0	0.000	0.000	0.000	0.000
CLUB SHANDY	0.000	0.000	0.000	0.000	0.000	0.000	0	0.000	0.000	0.000	0.000
DAS	0.000	0.000	0.000	0.000	0.000	0.000	0	0.000	0.000	0.000	0.000
HANSA	0.000	0.000	0.000	0.000	0.000	0.000	0	0.000	0.000	0.000	0.000
HEINEKEN	0.000	0.000	0.000	0.000	0.000	0.000	0	0.000	0.000	0.000	24.000
HUNTERS DRY	0.000	0.000	0.000	0.000	0.000	0.000	0	0.000	0.000	0.000	6.000
HUNTERS GOLD	0.000	0.000	0.000	0.000	0.000	0.000	0	0.000	0.000	0.000	9.000
LIQUOR	0.000	0.000	0.000	0.000	0.000	0.000	0	0.000	0.000	0.000	0.000
SAVANNA DRY	0.000	0.000	0.000	0.000	0.000	0.000	0	0.000	0.000	0.000	10.000

## Stock Control Count

IQ Restaurant provides a **complete break down and detailed analysis of all tender media** (e.g. cash, cheque, credit card, voucher, discount, voids, etc) and banking per day, and or per cash-up location, allowing you to effortlessly pin point any cash-up or banking discrepancies.

With **full waitron performance and audit analysis**, IQ Restaurant allows you to differentiate top performers and under performers, track the accountability and scrutinize each waitrons sales, wages & commissions, gratuity and orders processed. Waitron remuneration is based on basic wage/salary, gratuity, incentive commission, hourly wages with breakage levy and credit card charges levy.

All reports can be emailed, printed, previewed or faxed with the added benefit of being exported as PDF, Html, Excel, Bitmap, Jpeg, Tif, Data Interchangeable and more.

All reports generated are professional, comprehensive and depict meaningful and easy to read information that will help you make superior management decisions. Most reports have the facility to be printed in summary or detailed mode for any date range, eliminating unneeded reports and confusing lists to choose from. Reports have the option to reflect even the smallest piece of information and have the facility to create custom report queries in order to narrow the information down to specific entries.

## Room Booking & Reservations

IQ Restaurant's integrated room and reservation module, which comes as standard, integrates directly with front office processing, debtors and central customer loyalty database. **The full integration to both back and front office eliminates the hassle of double work and possible errors.**

The rooms module caters for unlimited amount of rooms, room types, room areas, and due to the seamless integration to the debtors and customer loyalty databases, the available information can be used as a marketing tool for campaigns, mail shots, trends, and feasibility studies. IQ Restaurant rooms module keeps an indefinite historical track of room and guests details allowing rooms details for certain guest to be reprinted or queried at a later stage.

Room bookings follow the process of being booked, confirmed and then booked in. Any one of these steps can be reversed, but requires the appropriate supervisor access. Any changes made to reservations are tracked, recording the date and time and who made the change. Information like tour operator, light and arrival times, transport, deposit and payment details, and any special needs or instructions can be captured at the time of creating the reservation and can be altered at a later date. Confirmation dockets can either be printed, faxed or emailed to the client.

All rooms and reservations are colour coded and displayed using an easy to read grid view, displaying both room availability and guest details. Reservations can be booked and viewed using future dates or booked guests can be moved from one room to another or change arrival and departure dates.

The IQ Restaurant rooms module caters for full journal processing facility, allowing the entry of service or non-stock item related transactions, as well as payments, reversals, additional charges etc., with added benefit of being integrated to the general ledger. A complete statement of the room and guest details can be printed at any time, allowing the guest and establishment to keep track of the movement and room balance or the facility to query any transactions booked against the room.

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Once the room has transaction details posted against it, it may not be cleared or deleted, or a new guest booked in, until such time that the guest has been booked out. This safe guards clients leaving without paying and that someone can be held accountable for the management of the rooms.

**Room Booking Maintenance**

ROOM/NUM	18 Sat	19 Sun	20 Mon	21 Tue	22 Wed	23 Thu	24 Fri	25 Sat	26 Sun	27 Mon	28 Tue	29 Wed	30 Thu	31 Fri	TOTAL PAX	MAX PAX	TOTAL
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	31	
2	0	0	0	0	0	0	0	0	1	1	1	1	0	1	0	1	31
3	0	0	0	0	1	1	1	0	0	0	0	0	0	0	1	31	
4	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	31	
5	1	1	1	1	1	1	1	0	0	0	0	0	0	0	1	31	
6	4	4	4	4	4	4	4	4	4	4	4	4	4	0	4	310	
7	1	1	1	0	0	0	0	0	1	1	1	1	0	4	0	31	
8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	31	
9	0	0	0	0	0	0	0	0	1	1	1	0	0	1	0	31	

Viewing Period: May 2013

Room	Arrival Date	Depart Date	Surname	Name	Title	Initials	PAX	Confirmed	Cancel
7	18/05/2013	22/05/2013	SOAP	JOE	MR	J	1	No	No
7	23/05/2013	25/05/2013	NOBBS	CHUCK	MR	C	1	No	No
7	26/05/2013	28/05/2013	STALLONE	SYLVESTER	MR	S	1	No	No
7	28/05/2013	31/05/2013	WALLS	BRUCE	MR	B	1	No	No

Function Keys: F3 Add, F7 Print, F4 Edit, F6 Print Booking List, F10 Book Guest IN, F11 Move Booking, F5 Delete, F9 Confirm Booking, F12 Cancel Booking

Room Booking Maintenance

## About IQ Retail (Pty) Ltd

IQ Retail (Pty) Ltd is a software development company that provides expertise in complete financial and business administration solutions. IQ Retail has been active in the development of business systems specialising in the accounting and retail management environment since 1986. In this highly competitive market, IQ Retail has grown to become one of the premier providers of innovative and strategic business solutions.

## Contact IQ Retail

SA +27 21 880-0420

info@iqretail.co.za

www.iqretail.co.za