



# WORK SMART IN HOSPITALITY

**LS HOSPITALITY .NET**

Hospitality Solution for Microsoft .NET

**MICROSOFT .NET**



**LS RETAIL**



## Do You Meet the Demands of Your Customers at an Affordable Price?

In today's complex and challenging hospitality environment, understanding and anticipating the needs of consumers and customer retention is of critical importance to hospitality success.

### Hospitality Challenges

- Do you keep track of your orders?
- Can you handle individual, combined or split bills?
- Are you getting information in time for decisions?
- Can you analyze your sales?
- Can your business still grow with minimum effort?
- Is the end of day a headache in your business?
- Are your customers satisfied?
- Is your POS system affordable to buy and maintain?

## LS Hospitality .NET Is an Advanced Hospitality Solution, Powered by Microsoft .NET

Regardless of market niche or service, restaurant managers must continually be alert for ways to increase customer satisfaction to ensure repeat business and streamline their operations. These factors are vital for success in a fierce market environment.

### LS Hospitality .NET for simplicity

LS Hospitality .NET is based on Microsoft .NET technology and Microsoft SQL Express 2008 on the Microsoft Windows platform. Customisation is implemented in a familiar, standards-based environment.

LS Hospitality .NET is very flexible, and can be used as a stand-alone application for single restaurants or chains of restaurants.

### Flexibility meeting different restaurant types

Using switchable profiles, managers can rearrange the dynamic user interface to suit the role of each individual user. Select, hide, block and reconfigure components to create layouts that fit each situation. Role-based access rights will ensure that users can access only the data they need and perform only the tasks assigned to them. POS terminals customised to suit the roles of each member of staff will provide many additional benefits.



# CONNECTED EXPERIENCE

### Specifically designed for:

- Restaurant fine dining
- Casual dining such as pubs, bars, cafés
- Catering and cafeterias



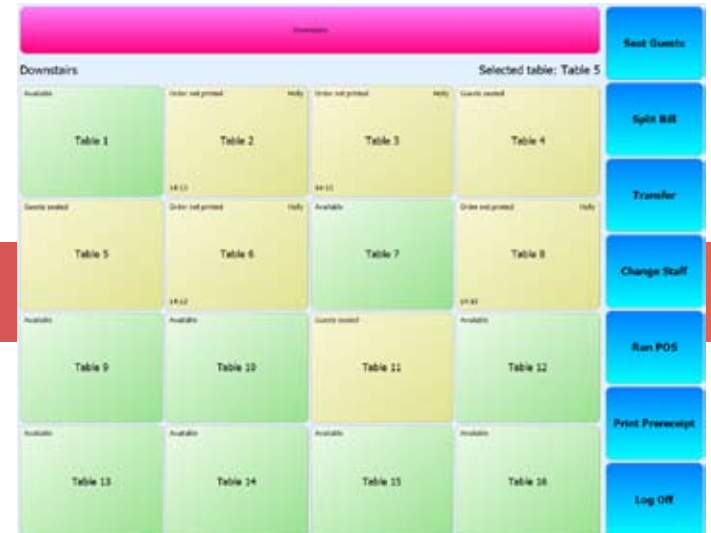
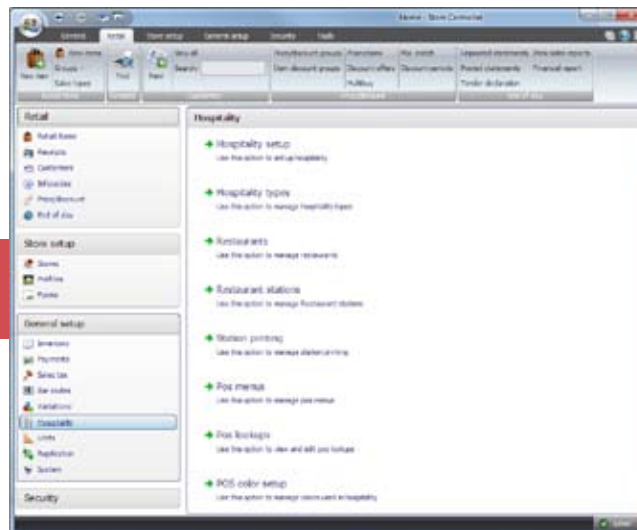
## LS Retail Store Controller

The Store Controller is a light weight back office system based on .NET, for single stores and multiple store locations.

In the first phase, the single store controller takes care of basic back office functionalities for a single store with one or more LS POS. This version covers the following features:

- **Store And Terminal Setup** - takes care of setting up everything related to the store and POS terminals such as staff, access rights, tender types, hardware configuration, user profiles and so on.
- **Item Setup** - is used for setting up item details. There are no format limitations for importing item details here (flat files, web services, it is your choice).
- **Purchasing** - basic functionality is included in the single store controller. It enables a store manager to create a purchase order based on the latest information used (such as the last purchase order / vendor) or simply choose from selection of the item display on the screen.

- **Inventory Management** and **Goods Receiving** are standard functionalities. Goods' Receiving is based on purchase orders created. Also, back orders are enabled for goods not delivered – the system allows you to accept the goods delivered at a later date without having to create new purchase order for the missing part.
- **Hospitality Functions Include:** Table handling, bill splitting, item categorization (lunch, dinner etc.) and item modifications (different toppings available). These functions are also included in front end (LS POS).
- **Stock Counting** covers classic hospitality functionality that results in positive or negative inventory adjustments, which in the end affect inventory levels.
- **Reports** that are available in the Store Controller module can be very easily customized. They include standard end of day reports, item handling reports, POS reports and more.



## Restaurant Fine Dining

Fine dining presents challenges far beyond the normal retail outlet. The order process can be quite complex while keeping track of orders per guest and catering towards special customer needs. LS Hospitality .NET includes extensive functionality to manage restaurant fine dining in effective yet simple ways. POS menus give you great flexibility and control on the look and feel of your POS, enabling you to achieve the most logical and easy-to-learn interface possible, cutting down on training hours and time per transaction.

### Table Management

The button-per-table view of the dining tables, gives you convenient visual information on the status of each dining table, showing with customized coloring and marking:

- whether the dine-in table is occupied, locked or temporary unavailable
- the progress of preparation
- how many guests are registered for the table
- which staff member is serving the table

### Customer Requests

Requests can easily be added on food preparation for individual dishes or the order as a whole. There can be buttons with predefined texts and also text added via a virtual keyboard. The automatic kitchen printing process prints or displays these texts together with the corresponding dish, item or order.

### Prioritizing Food Preparation

Menu types (such as starter, main course and dessert) can be used to prioritize food preparation for the customer. The waiter controls when orders of starters, main courses and desserts are sent to the kitchen for preparation.

### Transferring

It is easy to transfer orders or parts of orders between tables or restaurant sections. Two sections within the same restaurant (for example the bar and the dining section) can share the same dining tables. The same dining table can therefore contain orders from both the bar and the dining section.

### Splitting the Bill

Splitting the bill by quantity or amount is fast, flexible and accurate. The Split Bill window allows all kinds of splitting between the guests on the table, receipt printing and payment per guest. You can design the Split Bill window according to your needs.



# SMARTER DINING



## Casual Dining

For casual dining LS Hospitality offers further functionality, designed to help manage cafés, pubs, bars, fast food restaurants and drive-thru.

Offers can be set up, such as:

- Promotions
- Mix and Match
- Multibuy
- Customer item discounts

Item	Qty	Menu	Total	Buttons
Chicken Salad	1.00	5	6.00	
Caesar Salad	1.00	5	5.50	
Chicken w/ french sauce	1.00	18	13.00	
Grilled Chicken	1.00	18	7.50	
French Fries	1.00	18	5.75	
Beef and Rice	1.00	18	6.50	
Steak Angus	1.00	18	8.50	
Soft Drink 5.00	1.00	5	5.00	
2 x Soft Drink 5.00 10.00				

**Sale 35,89**

Total Discount	5.00	Subtotal	30.89
Net of Item Taxes	4.00		5.00
Payment			6.00
Balance			<b>35,89</b>

The right-hand navigation panel includes buttons for: Paid, Check without receipt, Receipts, Check, Cash amount, Take Order, Club Benefits, Grilled Chicken, Cash, Inventory, Buffalo Wings, Tapas, Credit Card, Lunch Special, Grilled Salmon, Grilled Tuna Steak, Customer Account, Taxes, Steak + Tenderloin, 5 Bowls, Foreign Currency, Charge Order, Mark Search, Menu Types, Discounts, Full Backed Item, Back to Table View, Exit Current Transaction, Journal, Split Bill, Tip, and Log Off.

## Adding Toppings

You can create lists of toppings for your recipes by using item modifiers in LS Hospitality. The item modifier window can pop up immediately when an item is selected. You can use that if the selected recipe is just a base and always requires added items. You can also let the item modifier window pop up only on request.

## Tender and Staff Operations for Greater Speed

- Fast cashier switching, either using swipe cards or on-screen buttons
- Fast cash entries
- Tender buttons with fixed amounts
- Enforced immediate sales closure

## Connectivity

The LS Retail ERP Connector is used for connecting LS Hospitality .NET to any other third party ERP system (Oracle, SAP, GP and others). It is not needed if you connect it to Microsoft Dynamics. If a restaurant starts as a single outlet and then grows, it is very easy to substitute the Store Connector with standard Dynamics NAV, and thus efficiently support the growth.

Data import/export from external 3rd party ERP systems:

### **Importing**

- Item master, prices, discounts, etc.

### **Exporting**

- Sales transactions, EOD/EOS info, etc.

### **Powerful and Reliable Data Replication**

LS Retail .NET has an integrated communications module that allows you to easily send data between head office, store and POS. The communications module consists of three parts, the LS Retail Data Director, LS Store Server and the LS Retail Scheduler.

The LS Retail Data Director takes care of high-speed data exchange between SQL Databases and also supports other Databases. The Data Director was specifically designed to increase the speed of replication over Wide Area Networks (WAN).

These features are especially important to users who have databases in different areas or regions, as they save communication costs.

### **Built for Performance**

Parallel processing is the main feature of the Data Director, resulting in extremely good performance in LS Retail .NET.

### **Peak Versatility**

The Data Director is versatile. In addition to being able to communicate with all versions of Microsoft SQL, it can also communicate with Microsoft .NET.

### **Full Integration**

The Data Director is managed within the LS Retail .NET environment.

### **Scheduling**

LS Retail .NET has a built-in scheduling mechanism that can be used to run batch jobs. The scheduling mechanism is also used to schedule transfers of data between head office and store or from store to POS terminals. These transfers are done via the LS Retail Data Director.

The LS Retail Scheduler is a flexible tool that can operate according to a number of parameters. Jobs can be scheduled to run on certain dates and times or with regular intervals.

### **Live Information**

The LS Store Server is used to allow the POS to make online enquiries to a central database while running in standalone mode. This gives the POS a high level of resilience while maintaining access to data in a central database.

# SMARTER COMMUNICATION



## About LS Retail

LS Retail is the leading provider of end-to-end solutions for the Retail and Hospitality industry based on Microsoft Dynamics technology.

LS Retail is sold and supported by more than 120 certified partners in over 60 countries, which makes it possible to deploy LS Retail on a worldwide scale. This is probably the largest existing channel for a vertical Microsoft Dynamics add-on product. All our partners are certified and have undertaken advanced training on LS Retail NAV.

LS Retail has been installed by more than 1.600 companies with 30.000 stores operating over 66.000 POS terminals worldwide. Among many satisfied users of our solutions are: adidas, Kiddicare UK, Dublin Airport Authority (DAA), Dreams, Rivoli Group, asvaaq, Popular Bookstores, Pizza Hut, IKEA, Hard Rock Café Germany, ABRL Group, Uninor, Gallo Retail Inc., Bouwmaat, Fun Belgium, Keria, THE One, Bodycare International, Marketing Investment Group (MIG) Poland, Best Denki, Eu Yang San, Sony Co. (Hong Kong), Baltika Group, Cili Pizza, Elie Saab, Super Selectos, Kitchen Stuff Plus, Agronomy, Wind Italy, Topps Tiles, DIAL (Delhi International Airport Limited), Kingdoms of Dreams and many more.



For further information on LS Retail solutions and certified LS Retail partners, please visit [www.LSRetail.com](http://www.LSRetail.com).