



INFRASYS (HK) LTD.

# GOURMATE<sup>®</sup>

## Restaurant Management System



LEADING POS SOLUTIONS  
FOR THE **HOSPITALITY INDUSTRY**

YOUR GLOBAL IT PARTNER  
IN THE  
**HOSPITALITY  
INDUSTRY**



Winner, Business Applications  
in Asia Pacific Information  
Communication Technology  
Awards (APICTA) 2002



Gold Award of the  
Product Category in  
IT Excellence Awards 2001

# Perfect Convergence of Reliability, Scalability and Flexibility



## Reliability

Gourmate® EV is built on the highly reliable operating system – Unix/Linux with thin-client technology to ensure system security and reliability. The embedded printer redirection function ensures no missed kitchen slip. The system reliability is further enhanced by the worry-free dual server architecture that accidental failure of one server would not cause data loss. The standby server will take up the role of the others and thus guarantees continuous operations.

## Scalability

The reputable system has thousands of proven installations around the world ranging from small to very large-scale installation sites. Being proven as one of

the most powerful POS systems in the market, many of our existing sites are multi-outlet hotels and clubs with over a hundred of POS operating workstations to handle high transaction volume in sophisticated network environment.

## Flexibility

Providing solutions to virtually all types of Food & Beverage (F&B) sectors, Gourmate® EV is famed of its flexibility to address sophisticated requirements from varied industries ranging from restaurants to 5-Star Hotel Groups. Interfaces for integration with external systems such as Hotel Property Management System (PMS) interface, membership system, accounting system and inventory system interfaces are embedded to Gourmate® while optional modules are ready for plug-in.

# GOURMATE®

## Restaurant Management System

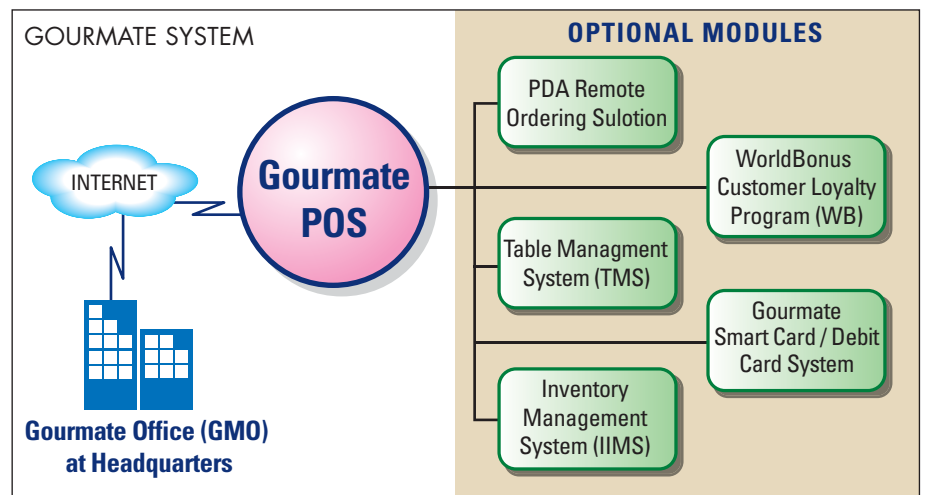
### LEADING POS SOLUTIONS

#### FOR HOTELS, CLUBS AND RESTAURANTS



Gourmate® Restaurant Management System (Enterprise Version – EV) is the world-leading POS system developed on Linux/Unix platform with thin-client technology. The comprehensive functions, full suite of integrated products and open interfaces with major industry

software have satisfied varied and diverse sectors in the F&B industry including international hotel chains, clubs, restaurant groups and international theme parks that require a high performance, absolute reliable and flexible POS solutions.



#### USER BENEFITS

- Unmatched system reliability ensures absolute system availability
- Sophisticated functions and features provide flexibility to address diversified needs of hotel, restaurant and club users.
- Advance Audit Control function makes sure the operations are under control and surveillance
- Full suite of consolidated reports with internet reporting capability
- Low total cost of ownership (TCO) with free license software architecture
- Competitive POS solutions to end-user which are guaranteed by Infrasy's continuous investment in system development
- Easy to upgrade with satellite modules e.g. PDA ordering modules, table & reservation

system, customer loyalty program and Smart Card/ Debit Card system

- Open system design allows intergration with different hotel property management & club membership systems

#### ROBUST FEATURES

- Linux / Unix based POS solutions for enterprises
- Touch-based and/or keyboard-based operations
- Thin-client Architecture
- Free License software architecture
- Real-time multi-language switch
- Sophisticated audit control avoid faulty transaction
- Internet reporting capability

- Intuitive Graphical User Interface (GUI) for easy operation
- Switch of ordering modes: fine dining/ fast food mode
- Support high volume of transaction with over a hundred of ordering terminals
- Handle complex menu. POS system optimized for Chinese Restaurants operations
- Dynamic promotional prices available
- Kitchen monitor available
- Advance split/ merge check function
- Sophisticated modifier handling
- Advanced firmware, no missed kitchen slip
- Interface with popular catering software e.g. EATEC, WinCheck
- Hotel PMS / Membership system interfaces e.g. Fidelio/Opera, HIS
- Interface with popular accounting software e.g. Sun Accounting, ACCPAC

# COMPREHENSIVE FUNCTIONS & FEATURES



## Multi-Language Capability

Gourmate® supports almost all languages with its Double-byte Character Handling capability. The true multi-lingual POS system enables display of multiple languages in guest check and kitchen order printing as well as operation screen at dining room and kitchen.

## Enterprise Internet Reporting by Gourmate® Office (GO)

Gourmate® Office centralizes sales data from all branches and thus provides enterprise level sales figures to headquarters with or without internet access. Consolidated reports for outlet/ staff performance associates business decision such as head-count control and distribution of investment by the headquarters.



## PDA Wireless Ordering Solution

The Windows CE based PDA wireless ordering solution increases overall productivity among the staff by shortening ordering time and turnaround time of waiters. Instant response of waiters improves customer services of your company. Large-scale PDA installation is available by utilizing multiple access points with the build-in wireless roaming features.

## Table Management System (TMS)

Gourmate® couples with TMS enhances customer satisfaction and service quality by keeping tracks of customers' profile and preference. It also reduces guests' waiting time through centralized table reservation/cross outlet reservation and increases table turns through professional floor management.



## WorldBonus Customer Loyalty Program (WB)

WorldBonus is the web-based customer loyalty program integrates seamlessly to Gourmate®. WB (online/offline mode) enables restaurant owners to create virtually any marketing & promotional campaign to build up one-stop loyalty program. The Loyalty system identifies the frequently visited customers and turns them to your loyal customers.



## Inventory Management System (IIMS)

IIMS functions as:

- Purchase Ordering
- Stock receiving
- Outlet to outlet transfer
- Keeping track of stock inventory & transaction
- Keeping track of turnover

# HOSPITALITY SOLUTIONS

## FOR HOTELS

The robustness and scalability of Infrasy's Gourmate® Restaurant Management System have made herself a standard in many international hotel chains.

Reputable clients include Shangri-la Hotels & Resorts, InterContinental Hotel Groups and Starwood Hotels & Resorts.

Highlighted Gourmate® comprehensive functions and seamless system interfaces for hotel users are:

- **Audit Control Reports** provides evidence to internal audit for tracing the fraud incidents so as to minimize loss

- **Hotel Property Management System (PMS) Interface** compatible with popular PMS such as Fidelio Opera, HIS, Jaguar and Lanmark
- **Accounting Package Interface** e.g. ACCPAC and SCALA Interfaces
- **Inventory System Interface** e.g. CheckEAM and EATEC Interfaces
- **Online Credit Card Interface**
- **Membership Discount Program Interface**

## FOR CLUBS

Most of the top 100 prestigious membership clubs in Asia are using Infrasy's Gourmate®. This includes the Hong Kong Jockey Club, Hong Kong Golf Club, Mission Hills Golf Club in China, HaiLai International Executive Club in Indonesia.

Club users of Infrasy can pay more attention to the service quality and business as Infrasy's systems integrate

remarkably well with different systems of membership clubs. The Infrasy's **Smart Card / Debit Card System** together with the proven seamless interfaces with various **Membership Systems, Account Systems** and **Inventory Management Systems** have made Infrasy stand out among other POS suppliers.



## FOR RESTAURANT GROUPS

Gourmate® has impressed many international catering groups. Our users include Café de Coral Group, Hong Kong Catering Management Group, Crystal Jade Group (Singapore), Tai Thong Group of Restaurants (Malaysia), Shun Fung Catering Group (China), Tang Palace Seafood Restaurant (China) and Hawaiian Island BBQ Group (USA).

While the **Gourmate® Dim Sum Card Reader** optimizes efficiency of Chinese restaurants, **Kitchen Monitor** eliminates slow response and missed order caused by human errors for fast food outlets. External System Interfaces such as **Online Credit Card Interface** and **Payment System Interface** (supports Octopus (HK).) provide optional payment method to please your customers.

