

# NCR ALOHA MOBILE

## Mobility drives table turns and guest satisfaction at El Monumento

### "El Monumento"

#### The Challenge

A new Mexican home-style fare concept located in Georgetown, Texas, El Monumento is a 7,700 square-foot restaurant that includes four separate dining areas, an open kitchen, an interior courtyard, a terrace overlooking a lagoon, and a dining pavilion - as well as a bar in a separate building on the same property. With its large layout and footprint, minimizing server travel time while simultaneously improving order accuracy and guest satisfaction was a must.

#### The Solution

Owner Rusty Winkstern, who is an NCR Aloha point-of-sale customer at another restaurant he operates, looked to NCR for help in solving this problem. After an evaluation of El Monumento's operational challenges, it was determined that rather than implement a more standard configuration of fixed POS terminals throughout the restaurant, the best approach was a mobile POS solution that enabled servers to take orders and payment directly at the table. For El Monumento, Winkstern decided to deploy NCR Aloha Mobile – a seamless extension of the NCR Aloha Table Service POS that also utilizes purpose-built NCR Orderman mobile devices.

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"Aloha Mobile has delivered great results for my business and my customers. We've seen marked improvements across the board in number of table turns, employee tips, and guest satisfaction. It is the right mobile solution for us and I couldn't envision using anything else."

Rusty Winkstern, Owner, El Monumento  
Georgetown, TX

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NCR Aloha Mobile has helped El Monumento create a unique and differentiating experience. With nearly 25 mobile devices currently being used in the restaurant, El Monumento now operates with empowered servers, each of whom are able to deliver outstanding service to their guests. Part of this service includes the speed gained from sending orders directly from tableside to kitchen. As soon as an El Monumento server takes a guest's order at the table, it is flowed immediately to the integrated NCR Aloha Kitchen system – which means the order is placed more quickly and food is prepared more efficiently, just as the guests have requested. In addition to Aloha Mobile's operational benefits, the PA-DSS compliant NCR Orderman solution has enabled fully-secure credit card transactions at the table, delivering peace-of-mind to the restaurant's operators and guests.