



## iServe Handheld Ordering

### Overview

Zonal's handheld ordering solution, iServe, delivers a cost-effective, reliable replacement to the traditional order pad. Install iServe software on any iPod Touch/iPad Mini to instantly create a handheld EPOS terminal.

With an intuitive user experience, team members can take orders, print and process payments from anywhere in your venue, providing a superior service to customers. iServe enables orders to be processed faster and tables turned around quicker. Staff visits to the bar and kitchen are reduced leaving your team more time to focus on your customer's experience.

More cost-effective to buy and replace than traditional handhelds or fixed terminals, iServe is the perfect ordering solution to help streamline operations. Using recognisable iOS navigation, the user will quickly become familiar with the application and its easy-to-use interface.

Unlike other handheld solutions, should WiFi become unavailable, iServe will notify the user but continue to operate for ordering. Once the connection is re-established, offline orders will be submitted to the EPOS network.

### Features

- » Easy-to-use interface
- » Integrated with Zonal's EPOS system and Zonal Bookings
- » iOS navigation
- » Ability to operate when Wi-Fi becomes unavailable
- » Application can be installed on any iPod touch/iPad Mini\*
- » Automatic table status alerts
- » Mirrors POS and table layout (iPad only)

\* iPod touch/iPad Mini available separately for additional cost

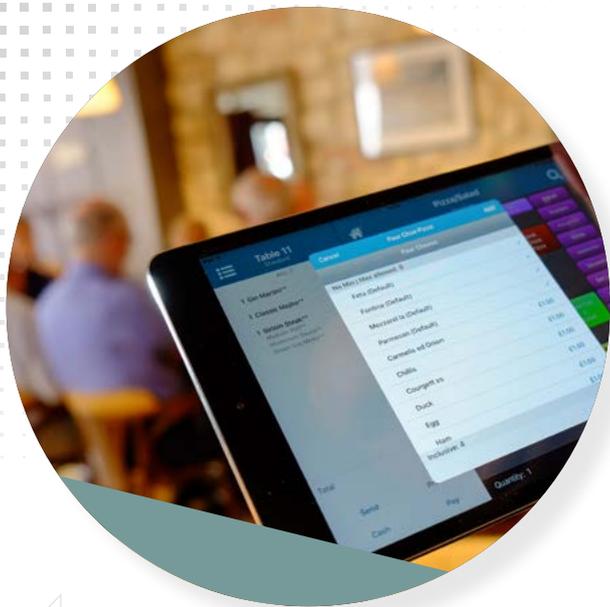


**iServe has been a hit with our front of house teams, especially those sites with large outdoor areas. It gives them greater control and they spend less time running backwards and forwards to the till, freeing them up to serve customers and better manage tables.**

CFO, Strada Restaurants

**STRADA**  
RESTAURANTS





**We have increased the number of people we can serve by up to 40% without having to recruit more serving staff, as the process of taking an order is so much simpler and more efficient.**

Billy Harley  
Owner, Uig Hotel



## Benefits

-  Increase transaction speed
-  Increase spend per head through suggested ordering
-  Enhance team productivity and efficiency
-  Reduce hardware costs
-  Cost effective handheld solution



**With a fixed terminal, staff walk an extra **2.5km** a week (30-45 minutes walking time), this time could be spent offering more drinks or desserts which could transfer to higher per-customer revenue.**

Source: The Caterer

## Why Zonal?

Zonal is the trusted supplier of innovative, integrated technology solutions to over 16,000 hospitality and leisure businesses. Our award-winning, UK-based training, project management and customer success teams will support you every step of the way; from project initiation right through to go live, you're always in safe hands.

## Further Resources

### Case Study:

Rockfish sees Zonal's EPoS as catch of the day

### Research:

GO Technology: Technology's role in the customer journey

## Contact us today

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