

# THE GEORGE



## of Stamford



In the Spring of 1997 Counter Solutions installed the first phase of an integrated Hospitality solution with this famous hotel. The George Hotel is one of England's oldest and greatest coaching inns. A hostelry has existed on the same site alongside the old Great North Road 90 miles north of London for over a thousand years. Now, sympathetically restored and strewn with antique furniture and rugs, the mainly 16<sup>th</sup> century buildings offer visitors forty seven luxurious, individually-designed bedrooms, and some of the finest food and wine in the region. Contact at [www.georgehotelofstamford.com](http://www.georgehotelofstamford.com).



The solution was chosen after an extensive analysis of both point of sale and back office information systems which had commenced the year before. The Directors of the hotel were looking to replace the existing PoS system with a Windows NT based solution with the capability of interfacing to the Property Management System. The interface ensured that all guest details and room numbers were available for the hotel staff to assign charges to at the time of finalising the bill.

During the previous 6 months members of the hotel management team covering IT, Finance and Operations had searched for the right control solution and had looked at a variety of potential solution providers. The key areas of requirement focused initially on the speed of service at the point of sale, the ease of use for all hotel staff involved with selling, accurate reporting, A4 bill printing options including logos on receipts, networked kitchen printing, on line credit card authorisation and the ability to link the sales and stock information for gross profit analysis. In addition Counter Solutions had to demonstrate a track record of a "proven" hospitality hardware and software solution, along with the overall durability of the solution and the belief that the remote diagnostics and on-site services could provide the required level of system support.

Mike Evered, House manager at The George commented "With the increase in business we have experienced over the past four years, I would say that we would not have been able to maintain the standards of service and deal with that level of business without the aid of the EPOS solution that we went for, especially the use of kitchen printing "



### Key Features

- Table based Restaurant / Bar Operation
- Networked DTEX Membrane EPOS Terminals
- Kitchen Printing
- Software operating under Windows NT with SQL database
- Central EPOS & Stock Maintenance & Reporting
- On Line Credit Card Authorisation
- 365 days per year System Support & Remote Diagnostics

