

Case study

Kensington Close Hotel welcomes Integrated Hotel Management Solution from Ramesys Hospitality and Zonal Retail Data Systems



Ramesys help Kensington Close Hotel staff serve guests more efficiently with Zonal's food and beverage solution tailored for the hotel industry.

The Kensington Close is one of London's premier hotels, located in the heart of Kensington just a few minutes walk from the exclusive shops of Knightsbridge. The hotel has over 550 rooms, and its facilities include a swimming pool, a gymnasium, a very popular bar, and two excellent restaurants.

The hotel's previous food and beverage management system was slow and unreliable and in 2004 a decision was taken to look around for a replacement. A large number of systems were evaluated for this important part of the hotel's operations.

Integration with front-of-house system

The hotel's front-of-house operations are managed by a software system called Omega, supplied by leading hospitality software vendor Ramesys Hospitality.

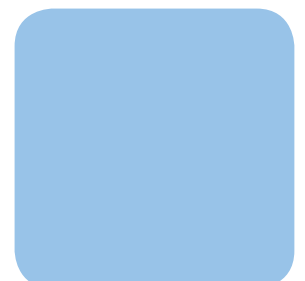
"It was very important for us to have effective integration between our front-of-house and food and beverage systems," says Mr Bala Sri, the Kensington Close's director of food and beverage operations.

He chose a solution from Ramesys, based on Zonal Retail Data Systems Aztec PoS and site management software with nine Zonal EPoS terminals. An important factor in the decision to choose the solution was the commercial partnership between Ramesys and Zonal, which enables Ramesys to implement Zonal's software in the hospitality sector and integrate Aztec with the Ramesys range of front office solutions which include, Omega, Innsite and Innova Property Management Systems.

"We particularly liked the Aztec solution because it is very easy to use, and straightforward to train staff on," says Mr Sri.

And the tight integration with the front-of-house solution meant that the solution, quite literally, fitted the bill. "For example, when guests have meals in our restaurants, the bills are sent directly from Zonal's Aztec software to Omega, which works out whether the guests should be charged for the meal or whether it is already included in their room rate," says Mr Sri.

"I have been working in this industry for twenty three years and without a doubt this is the best food and beverage management system I have ever seen." Mr Sri, Kensington Close Hotel's director of food and beverage operations



Case study

Full customisation

Before implementing the Zonal solution, Mr Sri specified a number of bespoke customisations to the software in order to fully meet the Kensington Close requirements. These included the ability to serve food and beverage throughout the hotel, including all outlets and room service, the capability to post charges at one outlet for food or beverages consumed at another, and the ability to program meal allowances at a number of different rates. These were developed, and the system was then implemented overnight by Ramesys and Zonal in January 2005, and went live the next morning.

Faster service

The benefits became obvious very quickly indeed, Mr Sri says. "The system is much faster now, so my staff are able to be more productive and serve people quicker and more efficiently. Since the system communicates with the kitchen directly, we no longer have staff running into the kitchens to give orders and risking making mistakes" he adds.

More importantly, food and beverage bills are sent to the front of house system almost instantaneously, which saves the hotel money. Mr Sri goes on, "with the old system, a bill would be charged to a room, but it was so slow that occasionally the customer would check out before the bill was actually sent to the front of house system. This simply never occurs any more. It also means that customers are never delayed when they check out, having to wait for meal or drinks bills to come through from the bar or one of the restaurants."

Less wastage

The Aztec site management software for the back office gives Mr Sri detailed sales information, allowing him to monitor the effectiveness of promotions quickly and effectively, and provides live stock control data. Since the system is tightly integrated with the Omega front of house system, it is very easy for Mr Sri to look at future booking levels at the hotel before checking stocks to ensure that appropriate quantities of food and beverage are ordered, helping eliminate costly wastage.

The Aztec solution cost about £35,000 to implement and Mr Sri expects it to pay for itself easily within five years. Overall, Mr Sri is delighted with the solution. "It really is an excellent system," he concludes. "It works exactly how we want it to and is very easy to use, and on the rare occasions that we have had a problem with it we've called for support and it has been fixed within about ten minutes. I have been working in this industry for twenty three years and without a doubt this is the best food and beverage management system I have ever seen."

Contact us

Zonal Retail Data Systems
20 Milton Park Abingdon
Oxfordshire OX14 4SH

Phone: +44 (0)870 777 5445

Fax: +44 (0)870 777 5446

Email: sales@zonal.co.uk

Web: www.zonal.co.uk

