



## Testimonial: Pedros Group – Bernard Muneri, Operations Executive



As a franchisee in the fast-growing flame-grilled industry in South Africa, we were faced with several challenges with our previous service provider's system. We needed a solution that offered reliability, simplicity, detailed transaction history, security, flexibility, and a significant return on investment. That's when we discovered Micros Point of Sale, and it has transformed our restaurant operations dramatically.

The reliability of the Micros Point of Sale system has been a game-changer, especially considering the loadshedding issues we face in South Africa. The stability of the system and the ability to perform regular updates seamlessly has given us peace of mind during power disruptions.

One of the major benefits we have observed is the system's user-friendly nature, especially when using Symphony. Symphony has significantly simplified the process for our cashiers, allowing them to effortlessly navigate the system. The prompts displayed on the screens aid in recalling upselling opportunities, leading to a noticeable boost in sales. Moreover, to ensure precise and dependable inventory management, we have implemented a procedure where daily stock counts are securely managed at the head office level, eliminating any potential instances of tampering with the counts.

Micros Point of Sale provides detailed reports and analytics, allowing us to identify bottlenecks and make immediate improvements. The MyMicros App helps us track daily key performance indicators (KPIs) effortlessly, making it convenient for monitoring our business performance. The support from Micros ensures that any issues we encounter are resolved promptly, helping us maintain seamless operations.

The system's transaction history feature enables us to easily track and monitor all transactions, ensuring transparency and accountability. Security has never been a concern since we implemented the Micros Point of Sale system. The full audit trail and the ability to track changes and rectify errors have provided us with a solid foundation for control of cash management.

The flexibility of the Micros Point of Sale system allows us to make changes and add new menu items quickly and efficiently. The integration options with other software systems like Sage, call centres, and delivery aggregators have further enhanced our operational capabilities.

From a return-on-investment perspective, we have witnessed significant benefits. We have decided to switch all our franchised stores to Micros because of its tight controls, system-driven approach, and cost-effectiveness. The future integrations to Symphony come at a minimal cost, aligning with our brand's focus on digitalization and enhancing our operating efficiencies.

Overall, I would highly recommend the Micros system solution to any business looking for robust controls, system-driven operations, and improved efficiencies. The system has proven to be a game-changer for our brand, contributing to our success as the fastest-growing flame-grilled franchisee in South Africa. Thank you, Micros, for making a massive difference in our business operations.