



# RESTAURANT OPERATIONS

## Alert Manager (JTECH)

**MICROS Alert Manager allows operations to manage by exception. The system monitors conditions and compares them to established standards. Exceptions are immediately identified and a notice or alert is sent to the pager, PDA, cell phone, or email of those who need to know.**

**The MICROS Alert Manager provides exciting new integration with the RES products and the on-premise paging and communications solutions made available by JTECH, a MICROS subsidiary.**

### RES Loss Prevention Alerts

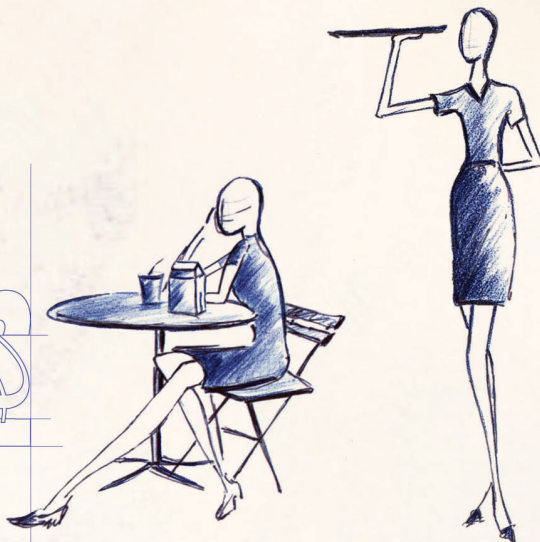
- ▶ Cash Pull Alert - a cash pull is required at a till, reducing risk of loss
- ▶ Discount Amount Over Alert – a discount is applied to a check that is over a configured amount
- ▶ Potential Fraud Alert – \$0 or negative dollar transactions occur, or when a “Transaction Cancel” or “No Sale” is executed
- ▶ Service Charge Over Alert - a service charge is applied to a check that is over a configured percentage
- ▶ Void Over Alert – a void is applied to a check that is over a configured amount

### RES KDS (Kitchen Display System) Alerts

- ▶ Average Prep Time – the average prep time on the Kitchen Display System (KDS) exceeds a specified amount
- ▶ Long Ticket Time – the number of tickets with red or yellow alert status exceeds the configured amount
- ▶ Order Bumped Alert – all menu items for an order are completed on a KDS device

### RES Labor Alert

- ▶ Approaching Overtime Alert – an employee is approaching overtime based on configured amount (critical in states with strict labor laws)



### RES Sales Alerts

- ▶ Alcoholic Beverage Alert – the number of beverages rung up exceeds the number of guests or the total number of beverages on a check exceeds a configured amount
- ▶ Menu Item Sales Alert – one of a configured group of menu items is sold
- ▶ Sales and Cover Count Alert – Net Sales, Cover Count, and Labor Cost information for the current business day



MICROS KDS with integrated JTECH pagers provides end-to-end kitchen communications.

### Why Alert Manager?

- ▶ Sends message to individual, instead of individual asking for information
- ▶ Allows managers to be proactive vs. reactive
- ▶ Improves sales by alerting the server when their order is ready to deliver
- ▶ Cuts cost by alerting the manager when employees are approaching overtime
- ▶ Increases customer satisfaction by alerting manager to VIP customers, high ticket items, etc.
- ▶ Prevents loss by monitoring certain functions that management should investigate
- ▶ Ensures food quality and safety by monitoring ticket times in the kitchen
- ▶ Keeps premise secure by monitoring when a door is opened
- ▶ Monitors status of system to provide preventive maintenance
- ▶ Improves the dining experience by monitoring your standard business metrics, allowing you to redirect resources where they are needed



Alert Manager, with the use of JTECH pagers, can alert employees on eventualities within the restaurant.

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