



Focus POS gives LA Hotspot Bottega Louie New Flexibility and Insights from Data

THE CHALLENGE

Bottega Louie, located on South Grand Avenue in Downtown Los Angeles, is a 255-seat upscale restaurant, gourmet market, patisserie and café. Its gourmet macarons, beautifully packaged gifts and chocolates and savory brunch along with exceptional customer service make Bottega Louie a sought-after destination.

The business' point of sale (POS) system, however, was antiquated and inflexible, forcing the restaurant to mold their operations to the POS, rather than support the way Bottega Louie wanted to do business. In addition, the old system was also incapable of providing Bottega Louie's management team with the data and reports they needed to make informed business decisions.

BOTTEGA LOUIE

Client:

*Bottega Louie
Los Angeles, CA*

Objectives:

Upgrade a POS solution to enable automation and data-based insights, as well as design a system that complements the restaurant's style.

Installation:

- Focus POS software
- Yuno workstations
- Aures printers

Results:

An aesthetically pleasing system that provides greater insights into business operations and sale and enhanced efficiency through automation.



THE SOLUTION

After carefully evaluating options, Bottega Louie's management team chose easy-to-use and feature-rich Focus POS as its new solution. Focus POS offered the flexibility and reporting features Bottega Louie required, as well as compatibility with stylish POS hardware. The café's stunning interior, soaring ceilings and gorgeous marble surfaces were profiled in a 2015 issue of *Architectural Digest*, and the eatery's management wanted a new system that was as stylish as the restaurant itself.

The Bottega Louie team selected stylish and compact Yuno workstations that feature a fanless design and low carbon footprint. They also chose printers designed by the AURES Group, a European POS hardware and peripheral manufacturer. Special attention was paid to the overall aesthetics of the system from strategically hiding cords to choosing sleek workstations and printers.

Focus POS partner, Focus POS California, installed 12 Focus POS workstations, one barista video station and five remote Focus POS stations. The physical installation took eight hours to complete, and then Focus POS California spent

30 days to build out, input and fine tune the restaurant's menu and inventory items.

Bottega Louie received training on Focus POS's functionalities and workflow. The owners and managers received comprehensive education on back-of-house tasks including menu maintenance and employee management, as well as front-of-house and manager function training. Focus POS also provided on-site, standby support for three days in order to fine tune the software to the customer's specific needs.



THE BENEFITS

An immediate benefit of the Focus POS system was the ability to automate functions. Focus POS allowed the restaurant to revamp its operational methods to better fit its fast-paced, high-demand environment. The POS solution manages all store-level transactions, revenue, payment transactions, inventory tracking, sales reporting and labor functions including scheduling.

Focus POS also has allowed Bottega Louie's management team to streamline several operations. They can now easily make changes to the menu using flexible item and menu management capabilities, features that were lacking in the previous solution. The faster

system has also eased some of the burden on servers and counterworkers. Employees are now able to spend a little extra time with their patrons, providing the stellar customer service that visitors rave about.

Another major benefit is Focus POS's ability to take the guesswork out of running the business, as managers gained reliable, comprehensive insight into sales figures, staffing needs and other in-depth reports. They have also been able to utilize Focus's personalized services to interpret their data, which empowers them to make important business decisions now and in the future.



ABOUT FOCUS POS

For more than 20 years, Focus POS Systems has provided restaurant management software to hospitality establishments. Our team has installed innovative restaurant point of sale solutions at more than 10,000 unique locations worldwide. Since 1990, we have aimed to give restaurants a competitive edge by providing simple, yet powerful point of sale solutions. Our reliable products combined with our tried-and-true methodology allow restaurant managers to promote efficient operations, increase productivity, improve profitability and deliver business value. Focus specializes in providing restaurant point of sale solutions for table and counter service, take-out, delivery, bars, nightclubs and cafes. Many well-known hospitality organizations rely on Focus POS to streamline their daily operations, including Smoothie King, Coldstone Creamery, Popeye's, Blimpie, and Church's Chicken.