



NCR ALOHA KITCHEN OPTIMIZATION

Speed, Accuracy, Quality and Consistency in the Omni-Channel World

Customers visit your establishment(s) for many reasons, but the primary reason will always be good food. In order to keep guests coming back, the first order of business is to quickly, consistently and accurately serve the highest-quality food possible.

It's the "consistent" part of the equation that a lot of restaurants struggle with, and it's easy to understand why. Customers have more ways than ever to order – dine-in, take-out, delivery, curbside pickup. Orders now come in from your dining room floor, via phone, mobile, online and 3rd party delivery services... Welcome to the Omni-Channel world.



The Omni-Channel revolution is here, providing restaurants with new opportunities for significant, sustainable growth. But it can be nerve-wracking if you're not sure how to overcome the new challenges that disrupt the "normal" workflows in your restaurant – particularly in the kitchen. Your kitchen is the backbone of your operation, and the place where consistency is NOT optional.

The Omni-Channel world promises additional revenue if you have the technology and creativity to tap into opportunities the right way. But if you try to handle the additional volume "the same way you've always done it," you'll start seeing costly order errors and longer ticket times, resulting in a lower quality of food that won't meet guest expectations. And suddenly your sales are shrinking instead of growing. The intimidating fact of the matter is that Omni-Channel rewards the thoughtful, the bold and the creative while punishing the complacent.

Precision and Automation Drive Accuracy and Consistency in the Kitchen

So how do you manage these challenges so you can reap the rewards? At NCR, we make the everyday easier. Aloha Kitchen automatically organizes your staff to prepare dishes based on priority and precision timing. This optimizes throughput and quality so you can quickly, accurately and consistently serve your best food to more customers than ever before.



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Aloha Kitchen can differentiate your establishment by helping you delight your customers every time they place an order – no matter where it comes from, no matter where it's going, no matter how complicated the order may be.

Improve timeliness and speed of service

Shave valuable minutes off average check times without rushing guests. Improve timing of appetizer, entrée and dessert prep and delivery with routing rules, coursing and item and order cook times. View ticket times, delayed orders, order prioritization and alerts to determine how long an order has been in production.

Maintain high food quality

The customizable recipe viewer allows you to document recipe ingredients and amounts, provide preparation instruction, pictures and videos, all of which helps you deliver consistently high quality food.

Improve productivity

- Load balancing evenly distributes orders between similar production stations, reducing cook times during your busiest hours.
- The system communicates with your staff in their own native language – just toggle the system to the language needed.
- Robust reporting allows you to analyze speed of service and pinpoint bottlenecks down to the individual order level.

Accuracy makes your guests happy

With Aloha Kitchen, modifiers for made-to-order items are easy to identify and special items or combinations can be highlighted, reducing refunds and voids. If you can get even the pickiest of guests' orders right every time, that's a differentiator.

Hedge against employee turnover

Human error is the enemy of accuracy and consistency. There is more opportunity for human error in

restaurants than in other businesses partly because of the high rate of churn. Who knows if your key employees who "know how everything works" will even be with you tomorrow? NCR Aloha Kitchen helps mitigate the impact of turnover by capturing knowledge and institutionalizing processes that help you maintain and grow a happier customer base despite the churn.

Aloha Kitchen interacts seamlessly with other capabilities within the Aloha Platform

If you're working with third-party delivery service providers (i.e., DoorDash, GrubHub, etc.), the delivery marketplace connection functionality and integration capability in Aloha POS and Aloha Takeout makes Aloha Kitchen more valuable than ever before.

With these solutions operating together, you'll benefit from unprecedented automation and optimization in omni-channel order management. All orders coming from off-prem are automatically entered into the POS, prioritized and fired to the Kitchen at precisely the right time.

Aloha Kitchen also creates synergies with Aloha Insight, Aloha Back Office, Configuration Center and Aloha Mobile. These systems are designed to take advantage of each other's strengths, which is what makes an NCR Solution Ecosystem so much more powerful than just a collection of unintegrated systems.

NCR Aloha Kitchen Features

- Solution includes a kitchen controller, bump bars, 17" and 19" LCD display, printers and kitchen software
- Configure screen skin, key metrics and sorting options to best suit your kitchen's unique operational needs
- Add recipes, images or videos for each menu item to ensure the correct dishes are delivered
- Toggle language at each station to improve communication with your employees
- Through metrics and alert thresholds, Kitchen visibly provides insight into problem areas from cooking to selling
- Analyze speed-of-service at the individual order, course, station or item level via reports available in Aloha Insight
- Integration with Aloha Takeout, Aloha Online Ordering and the delivery marketplace connection and integration engine provides accurate wait quote times
- Aloha Mobile integrates with Aloha Kitchen for even faster tableside ordering. Shorter wait times, faster table turns, happier customers and improved profitability
- Coursing can set the timing of each order item to ensure just the right rhythm for the dining experience

WHY NCR?

NCR Corporation (NYSE: NCR) is a leader in omni-channel solutions, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables nearly 700 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Ga., with over 30,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

Hardware

NCR offers hardware specifically designed for kitchen use, built to withstand its harsh conditions.

- **17" LCD displays** - Integrated touch screen. Low power PC (P1220 XPE based). Rugged and easy to clean stainless steel enclosure. Solid state design + USB solid state storage.
- **Kitchen Controller (KC4)** – The device that sends order information to a kitchen monitor. The KC4 offers high performance, best in class power efficiency, simple serviceability, and optimized connectivity.
- **Bump bars** - used to interact with the KC4, the Bump Bar is built with a rugged enclosure. It features a volume-adjustable speaker to allow alert beeps and key beeps to be heard in a noisy environment.

Professional Services

Our world-class Services organization will help you design, implement, reconfigure, upgrade and/or enhance your solution to meet your needs. With methodologies and QA processes that help you accelerate your solution roll-out and ROI, we help you get the most out of your solution. Support Services provide you with 24x7x365 single point of support via telephone, web support for level 1, 2 and 3 incidents and a service desk that owns incidents from triage to resolution. And finally, NCR Learning Services will help you train staff on your technology systems in a way that works best for you.

Call NCR right now for more information on Aloha Kitchen or a demonstration. See for yourself how it can fit into your restaurant's operations and what you can expect to gain from it. For more information, visit www.ncr.com, or email hospitality.information@ncr.com.

NCR Corporation
3097 Satellite Boulevard
Duluth, Georgia 30096

