



# 24-7

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## **Buffalo Wild Wings Franchisees Improve Service by use of Advanced Kitchen Automation and Video Systems**

**QSR's automated kitchen display** software and hardware have been installed within over 40 franchise operators of Buffalo Wild Wings Grill & Bar® restaurants to help ensure consistency, food quality, and optimum ticket times. The stores find that they are running better ticket averages and higher volumes than established stores running paper systems. The systems are installed and serviced by **24-7 Hospitality Technology** of Geneva Illinois, an authorized reseller for **QSR Automations®**.

The solution helps all of a restaurant's staff work together more efficiently by organizing workloads, improving productivity, and delivering better, more effective service. Its popularity in the States is based on all these benefits plus the fact that, ultimately, it increases profits. The system helps make a difficult and demanding job easier, so that a less experienced person can do it just as well.

QSR's comprehensive, fully integrated solutions include innovative software and durable hardware designed with the rich feature sets and high reliability needed to excel in the demanding pace of a restaurant. The solution includes the following components:

**Kitchen Display:** robust software solutions that are definable for your specific restaurant operation.

**Recipe Viewer:** easily manage and graphically present key recipe information in the kitchen and beyond.

**Table Management:** efficient seating and accurate wait times for walk-ins, in-store and online call-aheads, and reservations guests.

**Restaurant Reservations:** in-store, online, and mobile reservation options to build guest loyalty and capture guest data.

**Restaurant Hardware:** purpose-built devices to rely on in the harshest kitchens and at the busiest hostess stands.

By adding the QSR kitchen display solution, these Buffalo Wild Wings franchisees also gain access to critical production data in real-time and historical formats, empowering their in-restaurant and corporate team members with information needed to further enhance the guest experience.

"We've been on paper systems since I started with our Buffalo Wild Wings group and when looking at the Kitchen video systems in the past they seemed inefficient. With our new store opening we decided to put in QSR's kitchen display system through 24-7, and it has been great. Now I dread having to go into the kitchens at our other stores during a rush and dealing with the uncontrolled chaos of paper tickets after

using QSR's kitchen display solution.” said **Bret Robertson, Director of Growth and Development at Stauffer and Associates, operator of Buffalo Wild Wings restaurants in South Bend, IN.**

“We are running better ticket averages with higher volume than our established stores and the food going out is leaving hot and fresh instead of sitting in the window for five or more minutes while waiting for the burger with the order to finish cooking. We are now able to look at what each station is doing and effectively manage our problem areas by finding which employees can keep up and which can't. It has also made it calm, organized, and quiet.” Robertson added.

Another Buffalo Wild Wings franchisee spent a little over two years talking with 24-7 Hospitality Technology prior to making the switch to the QSR kitchen automation system. “I am extremely happy with the results while I am at the same time wishing that I would have made the switch sooner,” said **Trey Woessner, owner of the Buffalo Wild Wings franchise in Arvada, CO.**

“Since implementing the 24-7 Total Solution, including point-of-sale system along with kitchen automation and video systems, we have better been able to effectively and efficiently service our customers,” added Mr. Woessner. “These systems are extremely user friendly. It takes almost no time to add menu items, change timing schemes. It allows us to be more accurate with giving guests their real time ticket times for carry out orders and allows us to help manage our tables. These systems give us an easy and effective way to manage our loyalty program as well as makes it almost flawless to track what our fundraiser groups spend, by category.”

### **About 24-7 Hospitality Technology**

The POS system deployed by the Buffalo Wild Wings Franchise Group is the “easiest and most flexible” in the industry, said **Todd Baker Jr., President for 24-7.** “The management system provided by 24-7 links the Buffalo Wild Wings stores to their wait list, kitchen, cash management, and accounting systems, providing a Total Solution. In addition, 24-7's unique approach to technical support allows these franchises to reach technicians to handle any issue 24 hours a day, 7 days a week, and 365 days a year,” Baker added.

**24-7 Hospitality Technology** is the leading systems provider to Buffalo Wild Wings franchisees having installed over 200 Buffalo Wild Wings locations. For over 35 years members of the company have supported nationwide thousands of systems in the hospitality and restaurant industries.