GoTab

OVERVIEW

Ono Brewing Reduces Guest Wait Time in Half and Boosts Customer Satisfaction

Ono Brewing is a popular Hawaian-themed brewery in Chantilly, Virginia. Husband and wife, Scott & Cindy started this prosperous family owned business in 2017. Ono Brewing quickly became a popular place to unwind for their regulars from near and far. Their customers love Ono's laid-back, relaxing vibes, large outdoor patio and above everything, the state of the art craft brews that Scott & Cyndi brew for their beloved guests.

THE SITUATION

When Ono Brewing set out to cater to their craft beer-loving community, Scott and Cyndi recognized the potential of self-pour beer technology. However, during their launch in 2017, they faced a hurdle—the lack of POS integrations available to complement their PourMyBeer system. Despite their fondness for the PourMyBeer system, they encountered numerous challenges over the years.

COMPANY
Ono Brewing

INDUSTRY
Brewery

FEATURES
GoTab Pass RFID
PourMyBeer Integration
All-in-One POS
No App Download Required

With GoTab, Ono Brewing Streamlines Operations and Simplifies Staff Training

That is how Scott and Cyndi learned about PourMybeer's integration with GoTab. All together, the process of staff and manager training, loading menus, rewriting the manual and onboarding took about a month. The feature that they were the most excited about was the ability to check in their guests in one single terminal without having to re-enter any data to the PourMyBeer terminal. They were also excited to simplify their new staff training.

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The GoTab & PourMyBeer integration cuts the check-in and check-out time for guests in half. The guests also love that they get itemized receipts with all the drinks and pours now. Previously guests just saw a beer card with no further information about what they had poured.

— Scott, Co-Owner of Ono Brewing

Before transitioning to the GoTab POS, Ono's owners invested more time than desired in training new employees on two separate systems. Thanks to GoTab they were able to significantly simplify this training as they now only train new staff on GoTab.

Ono Brewing's switch in point of sale didn't just simplify their operations and training; it also significantly reduced the lines in their establishment. Guests now get checked in and set up with their "pour" card in half the time compared to before they switched to GoTab.

Since switching to GoTab, Ono Brewing is experiencing significantly shorter lines, which brings forth a positive customer experience, which was always goal #1. Cyndi and Scott are happy about the improvement of their operational efficiencies and are looking forward to putting their full focus on building out a successful distribution system.

✓ **Eliminate Guest Checkout Lines and Wait Times**
The process of checking guests in and out is half of the time compared to other POS, which will improve your guests' satisfaction as they will spend less time in the line and more time pouring beers!

✓ **Simplify Staff Training With One System**
No need to train your employees on separate POS & PourMyBeer terminals. Your staff will check your guests in and out on one easy-to-use system—GoTab POS.

✓ **Itemized Products on Guests' Receipts**
Your guests will be able to see the name of each beverage they have poured and how much it cost them rather than just seeing one item like "beer wall" as with some other POS.

More Than a POS

GoTab is a restaurant commerce platform designed to optimize **experiences and efficiencies.** Unlike **legacy POS systems**, we are the only platform that prioritizes the guest at the center of the experience. We operate in all hospitality spaces from **fast casual and fine dining** to resorts and entertainment venues with all the stops in between.