

CASE STUDY



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OVERVIEW

Blending Old-World Italian Craft with Modern Hospitality

Since 1980, Stefani Restaurant Group has shaped Chicago's hospitality scene with authentic Italian cuisine and contemporary flair. In January 2024, they launched Stefani's Bottega Italiana, a permanent home for their renowned pasta-making and a quick-service spot for handmade Italian fare.

With a 40-seat dining room, retail market, and a menu of sandwiches, Roman pizza, and fresh pasta, the Bottega is both a culinary destination and local staple. To support its multi-faceted operation—dining, retail, catering, and production—Stefani Restaurant Group turned to GoTab to create a seamless experience for guests and staff while managing diverse sales channels with ease.

COMPANY

Stefani's Bottega Italiana

INDUSTRY

Restaurant & Retail

FEATURES

Kitchen Display System
Handheld POS
Online Ordering
Manager App



THE SITUATION

When launching Stefani's Bottega Italiana, they needed a flexible, efficient system to support a complex operation. The space functions as a dining room, market, production hub, and catering center, requiring technology that could handle multiple sales channels — dine-in, retail, and catering — while maintaining high service standards.

The team also needed intuitive tools for managing different service zones, streamlining vendor payments, and ensuring staff could quickly adapt to a new system.



The backend manager app has been a game-changer for us. It keeps everything running smoothly, whether we're coordinating catering orders or managing in-house zones.

—Luka Ilić, Director, Strategic Operations

THE SOLUTION

From day one, GoTab powered Bottega's operations—front and back of house. A stationary POS at the counter manages dine-in and retail transactions, while handheld POS devices give staff the flexibility to assist guests throughout the space.

GoTab Online Ordering supports first-party and third-party catering, streamlining large orders. Automatic remittances simplify payments for events and fundraisers. Behind the scenes, GoTab's backend manager app makes it easy to manage service zones and vendor coordination, ensuring smooth operations across all areas.

By leveraging GoTab's flexible tools, Stefani's Bottega Italiana delivers efficient, high-touch service that supports their unique hybrid concept. Staff can focus on hospitality, while GoTab handles the complexity behind the scenes.

THE BENEFITS

- ✓ **Improved Operations**
Automatic remittances and zone management streamline tasks for staff.
- ✓ **Enhanced Personalization**
Handheld devices allow staff to guide customers through tailored experiences.
- ✓ **Seamless Coordination**
Backend tools optimize operations across all service areas.



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.