GoTab

OVERVIEW

Improving Operations and Guest Experience at a Family-Owned Golf Course and Restaurant

Desert Canyon Golf Club is a family-owned golf course and restaurant nestled in Fountain Hills, Arizona. It has long been known for its beautiful views and welcoming atmosphere. The course is open to the public, offering a unique combination of golf and dining. The restaurant boasts two bars—one for golfers returning to the clubhouse after a round, and another on the patio overlooking the golf course. While the business has a reputation for offering excellent service and a laid-back vibe, the owners faced challenges with their point-of-sale (POS) system. These challenges were especially prominent during peak times and events, creating inefficiencies and communication breakdowns between the front and back bars.

COMPANY
Desert Canyon Golf Club

INDUSTRY
Golf Course & Club

FEATURES
All-in-One POS
Kitchen Display System
Handheld POS
Mobile Ordering & Payment
Tripleseat Integration

DESERT CANYON
GOLF CLUB

THE SITUATION

The Grill at Desert Canyon has two bars. One bar is at the front for golfers. The other is at the back, with a large patio for seating. Prior to GoTab, servers often sent orders to the wrong bar. Handling orders for events was difficult because staff had to send tickets manually to different areas of the restaurant. The venue used TripleSeat for event management, but it did not connect with the old POS system.

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> **GoTab has been incredibly easy to use. We really appreciate the automation of discounts, especially during happy hour, and the smooth integration with TripleSeat.**
> **—Martin Ort, GM, The Grill at Desert Canyon**

THE SOLUTION

The team selected the GoTab POS integrated with Tripleseat, significantly streamlining restaurant and event operations. Benefits include:

- Unified Ordering: The restaurant now has one menu for both bars so orders go to the right bar automatically.

- Integration with TripleSeat: Instead of using two platforms, event orders, payments, and deposits are now synced between TripleSeat and GoTab.

- QR Code Ordering for Golfers: The course now offers QR code ordering. When players get to the eighth hole, their golf cart screen prompts them to scan a QR code to order food and drinks. By the time players reach the ninth hole, their food and drinks are ready.

- Handheld Devices and Payment Flexibility: Servers use handheld devices to process orders, and the addition of a beverage cart system allows for easy payments anywhere on the property.

THE BENEFITS

✓ **Enhanced Guest Experience**
The ability to place orders via QR codes on the golf course has significantly enhanced the guest experience, especially for large golf groups. Additionally, the beverage cart system offers guests the convenience of seamless payments, eliminating issues with declined cards and reducing frustration.

✓ **Operational Flexibility**
The business is now better equipped to handle large events, with automatic order routing and seamless event management. Staff have more time to focus on customer service, as the system handles many of the routine tasks.

✓ **Increased Efficiency**
The integration of GoTab and TripleSeat has drastically reduced the time spent on manual tasks. Staff no longer need to manually reconcile event orders and payments from two different systems.

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.