GoTab

Finding the Right POS Solution for Your Hospitality Establishment

In today's rapidly evolving hospitality landscape, choosing the right restaurant Point of Sale (POS) system is crucial. The ability to deliver exceptional guest experiences, streamline operations, and remain competitive hinges on making an informed decision. That's where a well-structured Request for Proposal (RFP) can be your guiding light. This RFP guide is designed to assist you in navigating the process of requesting proposals from POS companies and includes a comprehensive list of key questions to ask.

*Disclaimer: This checklist is for informational purposes only and is not intended as a substitute for any audit, tax or other professional advice, consultation or service.

Introduction

An RFP is a powerful tool to identify the right POS system for your hospitality establishment, whether it's a hotel, restaurant, food hall, or any other venue. It allows you to **gather information, evaluate proposals,** and **make an educated choice that aligns with your unique business requirements.**

By crafting a thoughtful RFP, you'll ensure that potential POS providers are well-aware of your needs and can present solutions that cater to you.

Let's Get Started

The Basics

Company Information: Start by introducing your organization. Provide details about your hospitality establishment, including your type of business, size, locations, and any other relevant background.

Project Overview: Give a brief overview of your project. Explain why you're seeking a new POS system, your objectives, and any specific challenges you're trying to address.

Cost Considerations

Contract Terms: Identify the vendor's contract terms. Are there extended lock-ins and complicated cancellation clauses to be aware of?

Cost of Hardware: Request a detailed breakdown of hardware costs. Include information about POS terminals, tablets, mobile devices, printers, and any other required equipment.

Setup Costs: Understand the setup costs involved. This includes installation, configuration, and any customization required to make the POS system suitable for your business.

Training Costs: Inquire about the costs associated with staff training. Training is essential for a successful POS implementation, so ensure you have clarity on this aspect.

Software Fees: Understand any fees related to the software itself. This may include licensing fees, subscription fees, payment processing rates or any other recurring costs.

Support and Maintenance Fees: Ask about ongoing support and maintenance costs. This can include software updates, technical support, and troubleshooting services.

Ordering Features

Contactless Ordering: Does the system support contactless ordering for guests?

Tab Management: Does the system allow guests and servers to manage the same tab?

QR and RFID Orders: How does the system support guests who would like to place orders from a QR code or RFID passes?

Online Ordering: Is online ordering included with the POS or is there an additional charge?

Reporting Features

Standard Reports: Which reports come out of the box from the system?

Customized Reports: What customized reports does the system support?

Access: Does the POS provide a mobile app for real-time access from remote locations?

💡 Did You Know?

Knowledge Base
Your go-to resource for any product or feature-specific questions. Learn tips and tricks from GoTab experts themselves.

Kitchen Display System (KDS) Features

Pricing: Does the system charge extra for an integrated KDS?

Communication: Can the KDS support two-way text communication with guests?

Order Batching: How does the KDS handle order batching and throttling?

Plating Guides: Does the KDS support plating guides for line and prep cooks?

Order and Prep Time Delays: Does the KDS allow manual and/or programmatic delays on specific items or products?

Inventory: Describe the KDS's features for managing inventory, setting stock levels and 86'ing, comping or voiding products.

Integration and Compatibility

Company Integrations: Determine whether the POS system can integrate with your existing systems. Ask about compatibility with your property management system (PMS), kitchen display system (KDS), and other essential software.

Third-Party Integrations: Inquire about the system's ability to connect with third-party services, such as reservation platforms or loyalty program providers.

Service and Support

Technical Support: Request information on the availability and quality of technical support. Understand how and when you can reach out for assistance in case of issues.

Training Resources: Ask about the training resources provided. This could include user manuals, video tutorials, or on-site training sessions.

Software Updates: Learn how frequently the software is updated and if updates are included in the service package. Outdated software can be vulnerable to security risks and may lack new features.

Data Security and Compliance

Data Security: Data breaches are a significant concern in the hospitality industry. Inquire about the POS system's security measures and its compliance with industry standards, such as PCI DSS.

Data Ownership: Will you have access to your first-party ordering data? Is there a cost associated with accessing the data?

Crafting a comprehensive RFP is a vital step in selecting the right POS solution for your hospitality establishment. It helps you clarify your requirements and ensures that potential providers understand your needs. Be sure to thoroughly review the proposals you receive and consider factors like cost, compatibility, and support to make an informed decision. **The right POS system can transform your operations and contribute to exceptional guest experiences.**

Remember, every establishment is unique, so tailor your RFP to your specific needs and goals. By asking the right questions and gathering comprehensive information, you're on the path to finding the perfect restaurant POS solution for your business.

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Talk With Our Experts

With cloud-based platforms like GoTab, replacing a POS is easier than ever. With the proper planning and support, you could be up and running with your new POS in less than a month. By downloading this checklist you're well on your way to a successful upgrade. Set up some time to talk to one of our experts.

🌐 gotab.com
✉ info@gotab.io
📞 202.949.6886