

# WORK SMART IN HOSPITALITY

## LS HOSPITALITY

Hospitality Solution for Microsoft Dynamics NAV

*Proven. Tested. Recommended*



**LS RETAIL**



## Are you customer-centric?

In today's complex and challenging hospitality environment, understanding and anticipating the needs of consumers and customer retention is of critical importance to hospitality success.

### Customer and Business Centric Hospitality Challenges

- Do you keep track of your orders?
- Are your reservations according to special needs?
- Do you have advanced support for delivery service?
- Can you handle individual, combined or split bills?
- What about recipe planning, nutrition and cost management?
- Are you getting information in time for decisions?
- Can you analyze your sales?
- Can your business still grow with minimum effort?
- Is the end of day a headache in your business?
- Are your customers satisfied?

*"A key strength of Microsoft Dynamics NAV is a solid foundation for enabling partners to create and distribute vertical and micro-vertical solutions and at Microsoft we intend to continue our efforts supporting this area in the future."*

Michael Park, Corporate Vice President, Sales, Marketing  
and Operations for Microsoft Business Solutions

## LS Hospitality is an end-to-end hospitality solution, powered by Microsoft Dynamics NAV

Regardless of market niche or service, restaurant managers must continually be alert for ways to increase customer satisfaction to ensure repeat business and to streamline their operations. These factors are vital for success in a fierce market environment.

### Why Dynamics NAV?

#### - Simple, Smart, Innovative

Microsoft Dynamics NAV, the business management solution with more than one million users worldwide, sets the global standard for functionality, international scope, adaptability and ease of use.

With availability in more than 42 country versions, since 1984 Microsoft Dynamics NAV has established itself as the choice for businesses and organizations looking for a complete business management solution that is fast to implement, easy to configure, simple to use and affordable.

### Why LS Retail? - Retail depth and expertise since 1988

LS Retail has been singularly focused on providing solutions to meet the needs of the demanding retail and hospitality environment on the Microsoft Dynamics platform. The LS Retail solution has been translated into 33 languages and is distributed through a global partner network of more than 120 certified partners in over 60 countries. With over 1500 companies, 27,000 stores and 55,000 POS (Point of Sale) terminals, LS Retail is the global leader in retail and hospitality solutions for Microsoft Dynamics.

### Powerful, integrated Hospitality Solution

LS Hospitality is an integrated, multilingual POS and back-office solution for hospitality organizations worldwide. LS Hospitality provides management and employees with the necessary tools to keep the customers satisfied, thereby ensuring repeat business. With increased flexibility, speed of service and improved access to vital information, LS Hospitality streamlines operations and reduces cost.



# Hospitality Experience



### Specifically designed for:

- Restaurant fine dining with takeaway
- Delivery and takeout with Call Center
- Casual dining such as pubs, bars, cafes and drive-thru
- Catering and cafeterias





# Restaurant Fine Dining

Fine dining presents challenges far beyond the normal retail outlet. The order process can be quite complex while keeping track of orders per guest and catering towards special customer needs. LS Hospitality includes extensive functionality to manage restaurant fine dining in effective yet simple ways. POS menus give you great flexibility and control of the look and feel of your POS, enabling you to achieve the most logical and easy-to-learn interface possible, cutting down on training hours and time per transaction.

## Table Management

The button-per-table view of the dining tables, gives you visual information on the status of each dining table, showing with customized coloring and marking:

- Whether the table is occupied, locked or temporary unavailable
- The progress of preparation
- How many guests are registered for the table
- Which staff member is serving the table

## Guest Tracking

You can set up the POS to register the number of guests per table. Then you can use functions to take orders per guest and then easily switch guests and change cover if needed.

## Customer Requests

Requests can easily be added on food preparation for individual dishes or the order as a whole. There can be buttons with pre-defined texts and also text added via a virtual keyboard. The automatic kitchen printing process prints or displays these texts together with the corresponding dish, item or order.

## Prioritizing Food Preparation

Menu types (such as starter, main course and dessert) can be used to prioritize food preparation for the customer. The waiter controls when orders of starters, main courses and desserts are sent to the kitchen for preparation.



### Transferring

It is easy to transfer orders or parts of orders between tables or restaurant sections. You can even transfer an order to another restaurant. Two sections within the same restaurant (for example the bar and the dining section) can share the same dining tables. The same dining table can therefore contain orders from both the bar and the dining section.

### Splitting the Bill

Splitting the bill by quantity or amount is fast, flexible and accurate. The Split Bill window allows all kinds of splitting between the guests on the table, receipt printing and payment per guest. You can design the Split Bill window according to your needs.

### Takeaway

Takeaway orders are identified by the customer's name and takeaway orders in progress appear in the takeaway order list. They can be modified at any time.

### Table Reservations

Reservation options can be set for different reservation time-periods such as breakfast, lunch or dinner. Reservations can be made for special needs or preferences. They include the tracking of arrivals, no-shows and cancelled bookings for each time-period as well as an overview of all rush hour periods.

*“LS Retail represents a true paradigm shift for Blue Mountain. We can now service our guests with a fully integrated solution replacing what previously required five vertical market applications. We have achieved significant returns but even more importantly, the staff loves it.”*

John Gowers, IT Director, Blue Mountain Resorts

# SMARTER DINING





## Casual Dining

For casual dining, LS Hospitality offers further functionality designed to help manage cafés, pubs, bars, fast food restaurants and drive-thru.

### Meal Deals and Offers

With LS Hospitality, you can set up meal deals where you for example offer a special price for a dish with a choice of beverages. You can let such deals be valid for specific restaurants, for a certain period of the day or for takeaway only, to name a few examples of available configurations. You can use item variants and units of measure to limit your deals.

Further offers can be set up, such as:

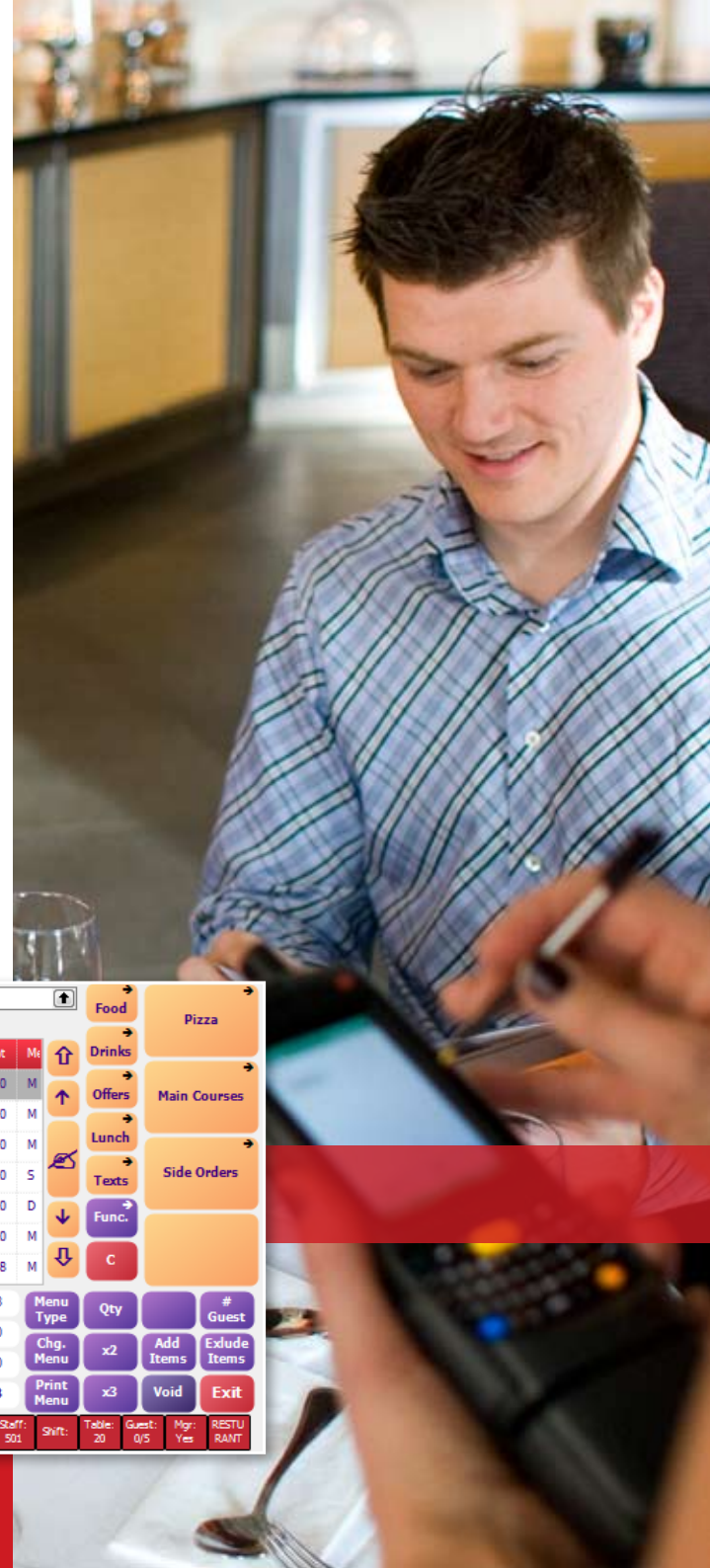
- Promotions
- Mix and Match
- Multibuy
- Customer item discounts

### Adding Toppings

You can create lists of toppings for your recipes by using item modifiers in LS Hospitality. The item modifier window can pop up immediately when an item is selected. You can use it if the selected recipe is just a base and always requires added items. You can also let the item modifier window pop up only on request.

Type	No.	Variant Code	Meas...	Unit of	Quantity	Description	Standard Price Inclu...
Item	32010				1	Hamburger	6,00
PLU M...	DEALD...				1	Deal Drinks	0,00





### Wireless at the Table

For large dining sections and outdoor cafés, the use of handhelds can speed up and improve service greatly. LS Hospitality supports the use of handheld devices for taking orders and even finalizing a sale at the table.

There are two options for handheld integration:

- 1 **Pocket PC handhelds or any device able to run on a terminal server client**
- All POS functionality supported
  - Works 100% online, using wireless networking
  - Requires POS granule license
- 2 **handPoint POS integration using Pocket PC handheld devices**
- Subset of POS functionality supported
  - Works semi-online, allowing function where connection can fail
  - Does not require POS granule license

### Drive-thru

For a drive-thru restaurant, simplicity and speed are the key factors. Here you can set up your Hospitality LS POS in such a way that:

- The order taker takes an order in the POS sales window and confirms it, thereby sending it to the preparation area. The window is then immediately ready for a new order.
- The cashier finalizes orders within the POS sales window in the correct order by pressing the next-in-queue button in-between orders. If only one staff member is taking orders and finalizing them, this can take place in the same POS sales window.

### Tender and Staff Operations for Greater Speed

- Fast cashier switching, either using swipe cards or on-screen buttons
- Fast cash entries
- Tender buttons with fixed amounts
- Enforced immediate sales closure





FASTER SERVICE



# Delivery and Takeout with Call Center

LS Hospitality offers advance support for delivery services. Order taking can be local or central at a Call Center. The system offers Contact Management with multiple address registration and sales history tracking. For address handling, the system uses registered delivery streets with number ranges and grid numbers. Delivery streets are assigned to a default restaurant.

## Order-Taking

You register delivery or takeout orders via the phone in a Call Center or the restaurant itself. For delivery you need to register a street. The system keeps track of multiple addresses for each customer if necessary. If the contact has made orders before, the item list of these orders appear in the order-taking window, one order at a time (completed orders only). You can use one of these orders as a base for the new order.

You can quickly find an open order by entering the phone number or name. Open orders can be modified and cancelled.

## Delivery

When delivery orders have been prepared, they are assigned to delivery drivers. Grid numbers can help grouping orders to streets close to each other. When drivers get put on call, the system registers the amount of float they receive. The drivers prepare a delivery trip by printing out the receipts for the orders assigned to them with the customer address details. Once they are back, the drivers finalize the orders and are ready for the next batch of delivery orders.

## Call Center

You can set up a Call Center for centrally operated order-taking. There you can use the delivery & takeout overview and history to observe the order flow of each restaurant.

The **Delivery & Takeout Overview** shows all open delivery and takeout orders within all restaurants and displays the status of each order with a colored timer for overdue orders. Here you can search for an order by phone number or contact name, view the contact details for the selected order and view the company's contact list.

The **Delivery & Takeout History** lets you view posted orders, both completed and cancelled.

It shows average production and delivery time for the selected restaurant.

Order No.	Name	Phone No.	Order Date	Order Time	Status
11111	John Doe	123456789	2023-10-27	14:49	Open
11112	Jane Smith	987654321	2023-10-27	14:48	Open
11113	Bob Johnson	555555555	2023-10-27	14:47	Open

# Catering and Cafeterias

With LS Hospitality you can manage a catering business or cafeterias by creating and maintaining recipes and planning daily menus.

## Menu Planning

When you plan menus, you create menus that are a collection of dishes and are valid on certain days. For each menu you create day plans in specific restaurants where you assign the actual recipes or items to the menu, set the dish prices and plan how many portions you are going to make. The menus are then updated on the POS.

To order the ingredients you need for preparing a menu, you create requisition worksheets for the day plan. You can also create requisition worksheets based on weekly plans.

The **Weekly Menu Planner** shows the day plan menus for the selected menu and restaurant for one week at a time. Here you can:

- Get an overview of the dishes planned
- Create day plans and design your weekly menus
- Copy the menus set for a day to other days or periods
- Print day plan menus showing the recipes behind the dishes for the day, with quantities updated to make up the number of portions planned
- Print customer menus with the descriptions of the dishes for the day (they can be multilingual, grouped by submenus and showing nutritional information)
- Produce recipes for the day or week
- Create requisition for the day or week

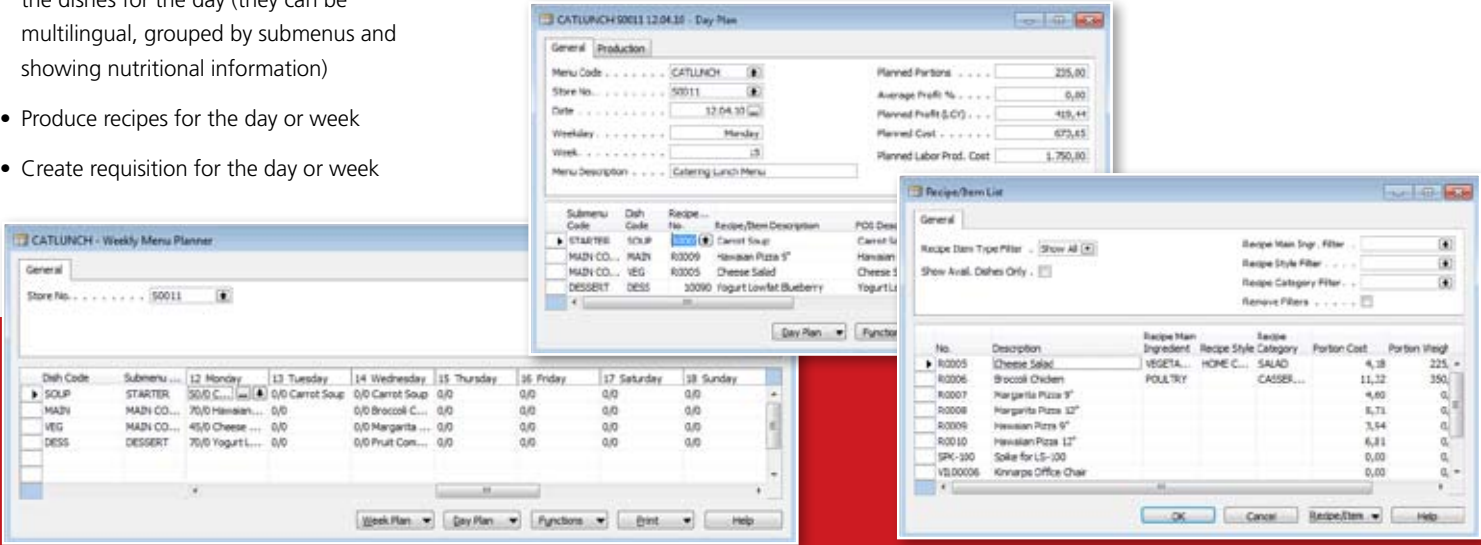
The **Weekly Sales Overview** shows the number of portions made versus portions sold and shows the cost and profit figures of day plans, giving you the means to better plan your menus ahead.

## Pricing

Menu dishes can have a recommended price. When you select an item or recipe as a menu dish you can choose between the regular item/recipe price and the recommended price. The recommended price becomes the menu specific price (that is, the price of the item sold from the lunch menu, the dinner menu and similar.). You can automatically change the pricing for a menu from a specific date.

*“Control is the key to success. It is no secret that a few years ago we would lose 25-30 Million DKR each year on the catering side. We fixed this and it will stay fixed. Therefore, it is important that we can use the system generated data, at any given point, to find the right quality for the correct price. The new system has improved our chances to operate in this way.”*

Poul Jacobsen,  
Director of Finance at Mols-Line





SMARTER PLANNING



# Recipe Management

Recipes can be the central item unit of the restaurant. Recipes are a collection of ingredients and/or other recipes and additional items with quantities that make up one portion. With LS Hospitality you can effectively manage your recipes.

With recipes you can:

- Use grouping by main ingredient, style and category
- Register production time and instructions for cooking
- Register additional items, such as utensils and trays
- Use sets of different ingredients temporarily and then go back to the normal recipe by maintaining recipe versions
- Register the quantities of the recipe ingredients for a set number of portions, letting the program calculate the quantities for one portion

- Register the recipe quantities for each ingredient in any unit of measure while the program takes care of calculating the quantity in the recipe base unit of measure (you set up unit comparison with conversion factors that define how one unit is converted to another)
- Store and display nutritional information showing the nutrient values of your choice
- Copy a recipe and change its size at the same time.

## Pricing

You can base your item and recipe pricing on order types. You can for example let soda have a restaurant price, a bar price and a takeout price. You can also set up offers that depend on whether the items are being sold from the restaurant, bar or as takeout.

You can also base your pricing on menus. The pricing then depends on whether the items are for example sold from the lunch menu, the dinner menu or the weekend menu.

## Excluding Ingredients

You can display recipe ingredients on the POS to exclude items from the ingredient list. You can control whether ingredients can be excluded and whether the price for the recipe reduces or not on exclusion.

## Adding Item Modifiers

You can also build a list of items that can be added to recipes on the POS, that is, item modifiers. You can group lists together so that the system displays multiple lists in one window, such as sauce toppings, meat toppings and vegetable toppings.

You can let the system display item modifiers automatically when you select a certain recipe. You can also require a button to be pressed. Item modifiers can be assigned to recipes, product groups and item categories. They can apply only to specific units of measure and order types.

You can let a recipe allow a certain number of items to be added free of charge. You can set a specific price for item modifiers and base the price on a specific unit of measure.

Item No.	Description	No of Portions	Qty. per Recipe	Quantity per Portion	Unit of Measure	Cost
2400	Chicken	1	0.00	0.10 KG	KG	11.00
2000	Broccoli	1	0.00	0.12 KG	KG	1.00
2400	Salt	1	0.00	2 GR	GR	0.00
2000	Onion	1	0.00	36 GR	GR	0.00
2000	Min. Zestoni	1	0.00	0.10 CANTON	ML	0.00
2000	Cheddar Cheese	1	0.00	20 GR	GR	0.00
2000	Butter	1	0.00	12 GR	GR	0.00

Select items to exclude		
Butter	Eggs Farmers	Salt
No Exclusion	No Exclusion	No Exclusion
Flour	Carrots	
No Exclusion	No Exclusion	
OK	Cancel	Clear Selection
		Clear Qty

## Kitchen Printing

LS Hospitality kitchen printing routines make sure that customer orders get transferred automatically to the appropriate places or stations within the restaurant to be prepared in the correct order. You can control on which printer stations each item gets printed or on which monitors the item is displayed. You can base your setup on restaurants, order types, all items, items in a product group or a special group, or individual items.

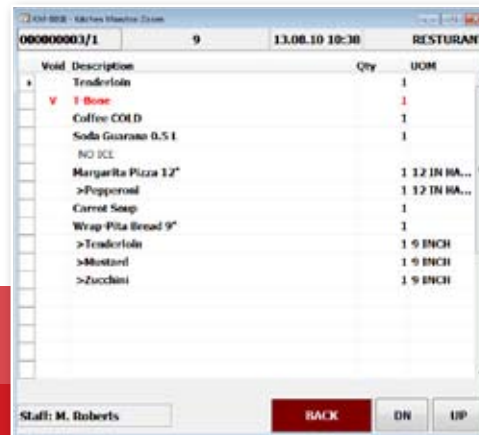
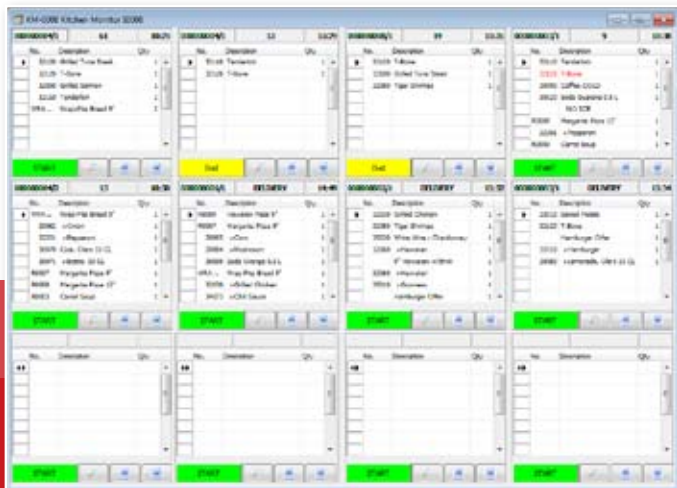
There are three options for printing stations:

- OPOS printers
- Windows printers
- Kitchen monitors

With OPOS and Windows printers you manage the food preparation with printed slips.

With kitchen monitors you have a live list of the orders waiting to be produced, showing automatically additions and changes to orders. The kitchen monitor has four functions, Start, End, Delete (voided order) and Show large window. Using kitchen monitors means that the system can display the status of orders on the POS menu.

For delivery and takeout, there is the added complexity of orders ahead of time. The system automatically prints or displays the order information on printer stations at a certain time before the orders should be ready, ensuring that these orders are prepared in time for delivery or pick-up.



# Clear View

## Extensive Reporting

LS Hospitality provides extensive reporting capabilities. Reporting can be done in a number of ways but is always based on one of three levels:

**Transaction level:** The transactions generated by the POS provide the most detailed level. On this level it is possible to analyze the contents of individual receipts.

**Statistics level:** The system can generate statistical data based on POS terminal, staff, payment and item sales. The frequency and details of how these statistics are generated can be configured. This data provides a good overview of the performance of individual staff members or POS, and can be used to analyze sales by the hour within the restaurant.

**Sales history:** Based on stock and finance entries generated by the end-of-day routine. This data is usually generated once a day and does not provide much detail but can be useful for long term analysis.

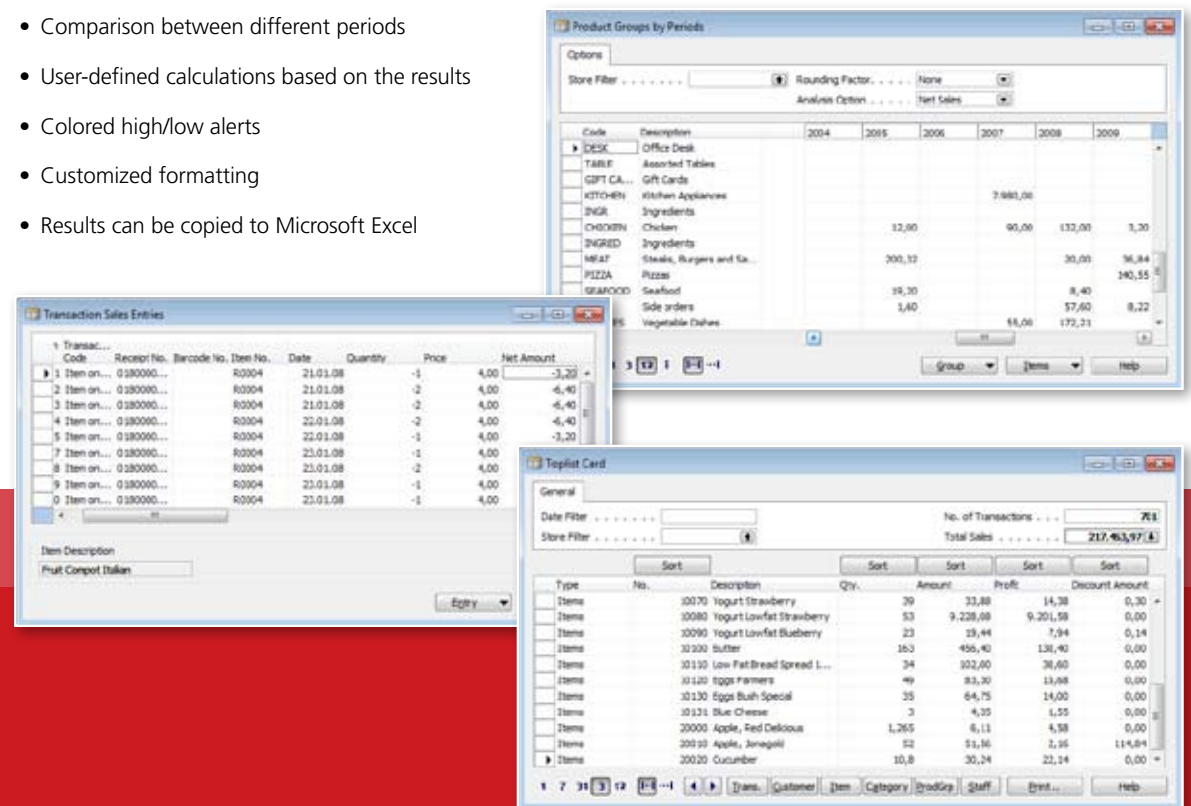
Based on these three levels, reporting provides a number of options, both in the form of online analysis or in the form of reports.

Both reporting and online analyses provide support for NAV-specific features such as Filters and FlowFilters, allowing the user to select the days, weeks, months, quarters or years the report should be based on. Custom date filtering is also supported.

## Advanced Statistics

The Advanced Statistics module contains additional reporting options for use on the statistics level. This means that each user can set up a preferred analysis view of the data, similar to the Account Schedules module in the General Ledger module. Additional analysis features include:

- Analysis of sales-related data such as number of customers and total sales
- Analysis of non-sales data such as number of voids, open drawer and returns
- Comparison between different periods
- User-defined calculations based on the results
- Colored high/low alerts
- Customized formatting
- Results can be copied to Microsoft Excel





## Tailored to your people and your business

In Microsoft Dynamics NAV 2009, the user has a choice of two clients: the Classic Client and a Role Tailored Client. The aim with the new Role Tailored Client is to give users the data and functionality they need where they need it, when they need it and in the way they need it.

LS Retail NAV fully supports all the new features in Microsoft Dynamics NAV 2009 from the very first release. Thus the store-manager can have a client suited for his needs, the buyer another one and so on. With Microsoft Dynamics NAV 2009 the integration between Microsoft Outlook and Microsoft Dynamics NAV is taken to a new level and for instance the user can customize how Tasks, Calendar Items and Mail from Microsoft Outlook appear in his home area. When used in the Classic Client, LS Retail Microsoft Dynamics NAV 2009 still includes the Dashboard and also menus that are Role Tailored.

# Role Tailored User Experience





## About LS Retail

LS Retail is the leading provider of end-to-end solutions for the Retail and Hospitality industry based on Microsoft Dynamics technology.

LS Retail is sold and supported by more than 120 certified partners in over 60 countries, which makes it possible to deploy LS Retail on a worldwide scale. This is probably the largest existing channel for a vertical Microsoft Dynamics add-on product. All our partners are certified and have undertaken advanced training on LS Retail NAV.

LS Retail has been installed by more than 1.500 companies with 27.000 stores operating over 55.000 POS terminals worldwide. Among many satisfied users of our solutions are: adidas, Kiddicare UK, Dobbies Garden Centres, Dreams, Rivoli Group, aswaaq, Popular Bookstores, Pizza Hut, IKEA, SPAR Belgium, HDS, ABRL Group, Disney Artist Shops, Uninor, Gallo Retail, Inc., Bodycare International, APC Japan, Baltika Group, Cili Pizza, Elie Saab, Wind Italy and many more.



For further information on LS Retail solutions and certified LS Retail partners, please visit [www.LSRetail.com](http://www.LSRetail.com).



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