

 PocketTouch

## Table service software for waiting staff

The paperless solution to taking orders at the table.



**ECR** | Eastern  
Cash  
Registers  
Est. 1975

 **ICR TOUCH**



# Empower your employees with paperless orders.

Raise the bar on customer experience with PocketTouch, the intuitive hand-held EPOS software that gives you a paperless solution to taking orders.

Designed and developed specifically for the hospitality and catering industries, using PocketTouch on an iOS, Windows, Android, PAX or Dojo device will help you turnover tables quicker, increase order values and reduce mistakes. Gain the flexibility to take orders at the table, or in the queue line, or both - whichever works best for your business.

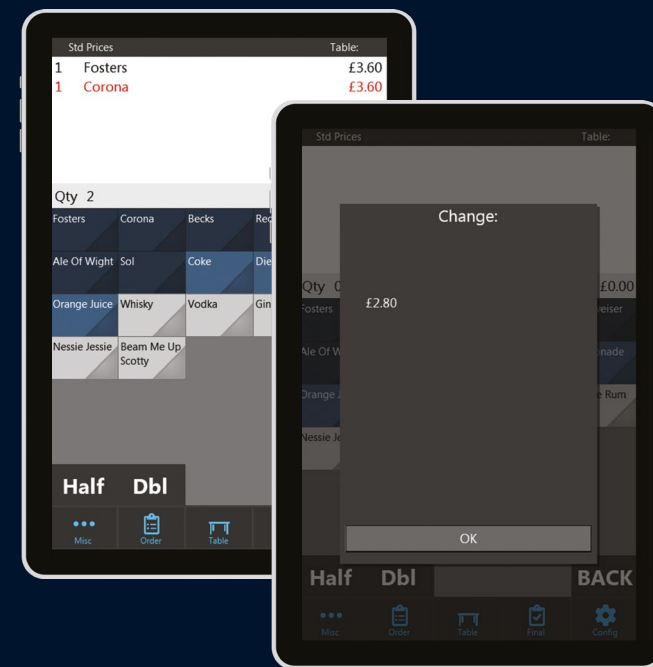


# Efficient service.

PocketTouch is designed by industry experts to improve efficient communication between front of house and kitchen teams.

Orders taken digitally from a hand-held PocketTouch device are sent straight to the kitchen with a simple press of a button. Order amendments made on PocketTouch are seamlessly updated on both the TouchPoint till and TouchKitchen order screens.

The effortless communication helps reduce mistakes by removing handwritten tickets, letting you speed up service and turnover tables quicker than ever.





## Faster service.

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Increase your table turnaround thanks to instant integrated communication between systems.



## Streamlined.

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Send orders directly from PocketTouch to your TouchKitchen order management system with the press of a button.



## Queue busting.

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Use PocketTouch to help reduce queues, allowing staff to accept orders and even take payments directly from the queue.



## Information to hand.

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PocketTouch lets your staff access all menu, allergy and promotional information in the palm of their hands.



## Stock levels.

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PocketTouch automatically informs you if an item is out of stock, so staff aren't placing orders for unavailable items.



## Special requests.

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Add custom messages to orders, keeping the kitchen informed of special requests and allergies.



## Reduce mistakes.

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Say goodbye to confusing handwritten tickets and send concise orders straight to the kitchen.



## Keep the tab running.

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Easily let individual customers pay off their portion of the bill without having to close the full tab.



## Floor plans.

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Easy to navigate multi-level floor plans mean staff can have full visibility of every table's status.



## Split the bill.

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Easily split the bill so individual customer bills can be settled simply, without complicated calculations.



## Up-selling.

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Customise the categorisation, grouping, linking and listing of products to remind staff to upsell and cross-sell effectively.



## Preset & custom messages.

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Configure preset messages to help staff quickly add instructions or important allergy information to an order.



## Happy customers.

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Increase customer satisfaction by allowing your staff to have more time to provide excellent customer service.



## Hardware compatibility.

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PocketTouch can be used on most devices due to being fully compatible with iOS, Windows and Android.



## Quick item amendment.

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Quickly 'add one' by clicking the button or remove a product by swiping the item in the sale window.

# Increase revenue and see order values skyrocket.

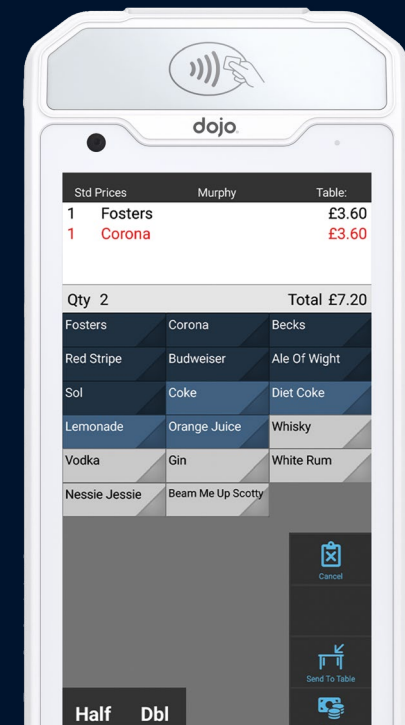
For the most productive meal service you want to seat as many parties as possible. With PocketTouch, your customers aren't left waiting for their order to be sent manually to the kitchen - PocketTouch sends orders straight to your kitchen management system with a single button press.

Getting the order right first time means there's no more going back and forth, and when it comes to paying the bill, servers can take payments and complete checks right at the table, saving valuable time and freeing up the table quickly for your next customers.

# Order & pay on one device.

PocketTouch's integration with additional hardware allows you to not only take orders, but also to take payment at the same time, from just one device.

Reduce unnecessary trips back and forth to the till and spend more time focusing on customer needs. This effortless integration will increase customer satisfaction by providing an efficient experience.





# Case study.



TOLLEMACHE  
ARMS  
*at Harrington*



## Tollemache Arms.

Tollemache Arms is a picturesque countryside restaurant and pub which has been awarded Licensee of the Year 2023 by the British Institute of Innkeeping.

Jo and Flo, the owners of the renowned restaurant and pub located in Harrington, have recognised the importance of effective EPOS as a result of previous challenges the business faced. Including confused communication and slow service.

This incredible award win follows the team recognising a need to upgrade their technology infrastructure in order to enhance customer experience and improve operational efficiency. They implemented upgrades both inside the pub and within their outdoor seating areas.

In order to tackle these challenges the following solutions have been provided:

- PocketTouch mobile order taking systems
- TouchTakeaway
- 3 x TouchPoint indoor terminals
- 2 x TouchPoint outdoor terminals
- WiFi range extensions
- TouchOffice Web+

The implementation of a new ICRTouch solutions yielded hugely positive outcomes for the Tollemache Arms, ultimately, helping them take home the BII Licensee of the Year Award.

By embracing technological advancements the Tollemache Arms successfully transformed their operations. The upgrades resulted in improved customer experience, increased operational efficiency, and greater customer reach.





## Streamline your operations with one simple, fully integrated ecosystem from ICRTouch.

PocketTouch integrates seamlessly with not just the TouchPoint till software and TouchKitchen order management systems, but also with TouchOffice Web so you can easily view all orders and reports in one place.

All software solutions from ICRTouch have been designed and developed specifically for the hospitality industry, with ease of use in mind. Improve customer experience and staff efficiency with a range of automated services that streamline your operations.

Gain complete confidence and peace of mind with a low cost, proven and reliable solution from one company. Efficiency is key in the hospitality industry and the integration of the ICRTouch ecosystem into daily business operations is a recipe for success.

 TouchPoint

 TouchOffice Web

 TouchKitchen

 TouchTakeaway

 SelfService

 ByTable