

GLORY



Healthy food meets fast-food restaurant – automation unites cash payment and hygiene

Swiss Tasty, Stans, Switzerland





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Daniel Rayher, Managing Director
SWISS TASTY

THE CHALLENGE

Not all fast food is the same. Just because it has to be served quickly, quality does not need to fall by the wayside. Rather, it comes down to the right concept; then “fast cuisine” can be perfectly combined with healthy food. Irresistibly good, Swiss Tasty, from Stans in Switzerland, has been doing this since 2021, as a newcomer at the time.

At Swiss Tasty, fast-food has revolutionised to the highest level – with a successful selection of classics, such as fries and burgers, as well as tasty bowls of freshly prepared food, using local and high-quality products from the region. But Swiss Tasty goes even further, and doesn’t just concern themselves with special culinary delights. The store design is also a testament to good taste – and when it comes to customer service, you see what makes the extraordinary take-away service into a 5 (Google) star restaurant.

“Our concept is simple and well received,” notes business owner Daniel Rayher. So good, in fact, that many guests prefer to enjoy the Swiss Tasty style on site rather than just the delicious food to take with you. The 40 seats are often filled – by young and old equally – from lunch-time until late in the evening.

For its customers, however, Swiss Tasty is much more than just a fast-food restaurant. Over the course of time, a faithful community of clients have engaged with and feel connected to the restaurant and its special “taste”. A connection that also has a positive effect on the everyday life in gastronomy. “It was our clientele whose feedback suggested it would make it much more hygienic if our employees were no longer directly coming into contact with cash at the checkout,” said Rayher.

A suggestion that the business owner was happy to take up and through his own research found the CASHINFINITY™ solution from GLORY. As in many catering establishments, Swiss Tasty faces the typical challenges when processing cash payments. With a customer-friendly concept of an open kitchen, even kitchen staff came into contact with cash and had to take care to comply with hygiene regulations. Furthermore, it was necessary to close the cash register several times a day, as well as for end-of-day closing, to manually check cash balances.

Taking onboard the feedback from customers, Swiss Tasty wanted to implement a new point-of-sale system. With the introduction of a new POS solution, combined with a cash recycling system, Swiss Tasty wanted achieve the following goals:

- No more contact between employees and cash
- Improved hygiene when serving customers
- Save time when handling cash, especially for the validation of inventory several times a day
- Increase employee productivity



THE SOLUTION

There were two main problems for everyday operations for Swiss Tasty, which led to the idea to automate cash processing. Collecting cash right in front of the open kitchen appeared to both the employees and the clientele as unhygienic. On the other hand, the effort of manual cash processing was not in balance with the share of cash payments; of just ten percent.

Prior to the introduction of GLORY's CASHINFINITY solution, it was cumbersome for employees to remove their disposable gloves, prior to taking a payment; when customers wanted to pay with cash. And of course, mistakes can happen when things get busy; many meals need to be prepared as the volume of customers is high.

The new system contributes to better hygiene and the operation of the restaurant, and in addition, checkout processes are simple and faster; employees are relieved. And finally, safety also has also improved, because GLORY's cash handling equipment is able to protect cash inventory from unauthorised access.



“What immediately went in favour of GLORY’s cash recycling system was the ability to process both banknotes and coins. That was important to us and we wanted to get started with the new POS system as soon as possible.”

Daniel Rayher, Managing Director SWISS TASTY

One of the challenges that existed at the beginning of the project was linking the GLORY solution to the POS system used (Berchtold Kassen BK – POS from Sursee). This was developed during the course of the project to the full satisfaction of Swiss Tasty. Overall, the results were achieved with the introduction of the CASHINFINITY solution and expectations were fully met. Thanks to the higher throughput and the effort saved at the checkout, productivity of staff has increased by 90 percent.



But even more importantly, the GLORY system counts exactly and checks for counterfeits. It always gives customers cash in the largest possible denomination and the appropriate change. The system also knows the current inventory at all times. Lengthly and regular cash balancing by Swiss Tasty staff is a thing of the past; the time for cash balancing has reduced by 45 minutes per day.

As a result, employees have more valuable time at their disposal to provide excellent customer service.



CI-10X

RELIABLE SECURITY AND HYGIENE AT THE CHECKOUT COUNTER



At Swiss Tasty, the latest generation of devices from the CASHINFINITY series are used. The CI-10X cash recycling solution optimises operations for staff and customers. The cash recycler is easily integrated into existing checkout counters or into modern kiosk systems. It can also be opened (securely) at the rear and can be equipped with an integrated safe, as an option. In addition, the CI-10X, automatically checks and balances cash held in the device. As a result, the system enables precise, efficient and smooth cash processing.



THE BENEFITS

Increased employee productivity

Automating cash processing saves employees a lot of time every day, which would otherwise have to be spent checking cash and regular counting. Cash closing and interim billing are carried out at the touch of a button and without discrepancies.

Positive customer experience

Regional and high-quality products, freshly prepared on the plates of customers; Swiss Tasty's standards are high - and that also impacts customer service. Thanks to the time saved, the workload for employees is significantly reduced so they can focus even more on their guests' wishes.

Improved hygiene

Employees not only save time because time-consuming cash counting and checking is no longer necessary, hygiene at the counter area has increased significantly with the use of the GLORY system, as employees no longer come into direct contact with cash.



OPTIMISATION OF THE CASH CYCLE IN THE CATERING INDUSTRY

Automate | Authenticate | Secure | Accelerate

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