

GLORY



Delivering increased operational efficiency,
lower staff turnover and
the highest levels of hygiene
umisushi, Singapore





ESTABLISHED IN 2007, UMISUSHI IS A POPULAR HOME-GROWN JAPANESE FOOD CHAIN IN SINGAPORE.

ABOUT UMISUSHI

Owned by Niwa Sushi Pte Ltd., a rising food and beverage company that features a portfolio of brands, diverse in menu offerings and consumer markets. Its brand concepts include Japanese quick-service, full-service restaurants, food kiosks, food stalls and cafes.

umisushi, a quick-service concept, serves a variety of value-for-money Japanese food. With 20 outlets located conveniently island-wide, it targets the working professionals, families and students.

umisushi outlets are supported by a central kitchen that delivers supplies twice daily allowing outlet staff to focus on food consistency and speed of service.



Jeffrey Liew, Executive Director,
(Food Retail)

THE CHALLENGE

The umisushi brand focuses on sustainable high-performance culture with cross-functional roles. In the past, cashiers have to handle cash as well as dealing with food preparation. With the potential for counting errors and a need to ensure high standards of hygiene, this has led to lower productivity and high employee turnover rate.

The high turnover rate created low employee morale and increased costs from hiring and training as well as lost sales. The labour shortage in Singapore means businesses find it increasingly difficult to hire workers in the current retail environment and therefore staff retention strategies for retailers are critical.

umisushi is best known for its quick-service dining and takeaway concept. Their customers expect prompt service even at the busiest times in their outlets.

At the end of each day, employees are expected to reconcile their tills and in the event of a discrepancy, cashiers must perform a manual recount. This frequently led to longer processing time, affecting business and staff productivity, and increasing stress on the employees who have already worked hard during service hours.

“We have faced a lot of challenges with the cashier roles. High discrepancies with the manual cash count have left potential employees unwilling to take up these positions.”

Jasper Chang, Senior Operations Manager,
umisushi



THE SOLUTION

umisushi wanted a point of sale solution with full cash recycling capability, accepting a mix of multiple note and coin denominations as well as automating the dispensing of change. This would remove the need for employees to handle cash, enable them to focus on customer service and further enhance umisushi's hygiene standards.

For consumers, the solution had to be easy to operate, accepting multiple notes at a time rather than single note in sequence.

By automating the acceptance of payments and dispensing of change, reconciliation discrepancies would be eliminated, benefitting both employees and the business.

GLORY operated a pilot of the proposed CI-10 solution at umisushi's outlet in Suntec City Mall. The pilot ran for 3 – 4 months and umisushi's management team was pleased with the results and the service rendered by Glory team.

“The implementation of the automated cash management system demonstrates our determination to embrace technology as a means of improving efficiency, enhancing customer satisfaction and optimizing manpower resources.”

Jeffrey Liew, Executive Director,
(Food Retail)



CI-10 COMPACT CASH RECYCLING SYSTEM



Processing both notes and coins, the CI-10 removes the need for staff to handle cash at the point of sale. When integrated into an existing point of sale system it securely automates cash handling at payment positions. It authenticates cash at the point of presentment eliminating acceptance of counterfeit notes, minimises the risk of shrinkage and errors while improving staff productivity and enhancing customer service.

The compact cash recycling system is designed for easy integration into cash desks and checkouts.

“The simplified cash process enables cashiers to focus on customer interaction, up-selling and food preparation.”

Jasper Chang, Senior Operations Manager,
umisushi





THE BENEFITS FOR UMISUSHI

“The new cash reconciliation process takes only a few minutes. Each cashier will save at least 45 minutes daily. We are pleased with the positive takeaways from the implementation. Happy staff and satisfied customers enable us to achieve a higher brand loyalty index.”

Jeffrey Liew, Executive Director,
(Food Retail)

umisushi has achieved the following benefits from implementing Glory's CI-10 point of sale cash recycler solution:

- reduced cash reconciliation time - from 45 to 10 minutes
- increased staff productivity
- enhanced hygiene levels as staff no longer handle cash
- higher staff morale and greater staff retention
- improved customer service
- overall cost savings



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