Maximising business performance and optimising customer service

Grupo Las Palomas

THE CHALLENGE

50 years ago, Grupo Las Palomas opened their first restaurant in Zaragoza. Today the business has expanded to include a number of hospitality brands in Zaragoza and beyond.

For those restaurants with high volumes of customers, they needed a solution to automate their cash handling processes for quicker acceptance of customer payments and change provision in order to reduce customer waiting time and offer a more personalised service.

For Grupo Las Palomas it was also essential to reduce the time required for cash reconciliation and eliminate cash discrepancies in their restaurants.

"With the advanced cash recycling systems CASHINFINITY™ CI-5 and CI-10 from GLORY, we are making a very positive impact in the level of customer service provided in our restaurants. Now customer waiting time has been reduced by 50%."

Owner **Grupo Las Palomas**

THE SOLUTION

Grupo Las Palomas recognised that Glory's CASHINFINITY systems were the perfect solution to meet their cash handling challenges, as they offered proven reliability, accuracy and efficiency.

The easy integration of Glory's CI-5 and CI-10 cash recyclers with the existing POS and their excellent performance were decisive factors in Grupo Las Palomas decision to implement Glory's solutions to manage cash in their restaurants. Equally, the compact size of the CI-5 and CI-10 as well as their easy integration into the restaurants' layout were additional features that met Grupo Las Palomas needs.

With the implementation of Glory's cash automation technology, Grupo Las Palomas has maximized business performance and enhanced the quality of service offered to their customers.

THE BENEFITS FOR GRUPO LAS PALOMAS

COST SAVINGS

Since the installation of the CI-5 and CI-10 cash recyclers from Glory, Grupo Las Palomas has achieved a significant reduction of 30 minutes per day in their reconciliation process and eliminated errors that often led to the need for recounts.

In addition, the capability of the CI-5 and CI-10 systems to detect counterfeit banknotes and counterfeit coins has helped Grupo Las Palomas to dramatically reduce cash losses in their restaurants.

CUSTOMER SATISFACTION

With the advanced CASHINFINITY solutions customer waiting time has been reduced by 50%. Therefore, customers are now more satisfied, as Grupo Las Palomas staff can assist them quickly.

SECURITY

With the CI-5 & CI-10 systems, cash exposure has been reduced in Grupo Las Palomas restaurants, therefore minimising the risk of robbery and cash shrinkage.

STAFF PRODUCTIVITY

Grupo Las Palomas staff can now provide change to customers faster and without errors, which increases their productivity.

In addition, their level of stress level has decreased considerably since the CI-5 and CI-10 cash recycling systems perform the cash counting, authentication and balancing process automatically.

The Grupo Las Palomas solution is part of the overall retail offering from Glory – an offering that addresses the breadth of cash management requirements throughout the Retail Cash Chain. Glory's specialist knowledge and expertise ensures any retail organisation can optimise its entire cash chain to improve its bottom line – transforming cash from its customer's pocket into a healthy profit.

CASHINFINITY™
GLORY Retail Solution

OPTIMISING THE RETAIL CASH CHAIN

Automate | Authenticate | Secure | Accelerate

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