

GLORY



Enhanced Customer Experience with GLORY Cash Automation Solution

PB Boulangerie Bistro, USA





“The Glory machine really changed the life of my staff because they get more comfortable with the customer. They take better care of them without having to look at the cash and change while making a conversation.”

Philippe Rispoli, Owner and Chef,
PB Boulangerie Bistro

THE CHALLENGE

PB Boulangerie Bistro is a French bakery and restaurant located in South Wellfleet, MA. Chef and Owner Philippe Rispoli shares an intense passion for his business and customers.

He needed a solution that would allow him to enhance the customer experience by eliminating cash handling and processing by staff at the check-out.



THE SOLUTION

PB Boulangerie Bistro chose the Glory cash automation solution to eliminate cash handling and processing by staff at the check-out. Cash paying customers easily insert bills and coins as well as receive change from the interactive Glory CI-10. This allows customers to receive a consistent experience and frees staff to focus entirely on the customer. The Glory cash automation solution also increases customer service levels and the productivity of PB's staff.

"After installing the Glory solution it became a lot easier to help the next customer without having to worry about washing my hands and changing gloves." – Gabriel Zurita



THE RESULTS

After the installation of Glory's CASHINFINITY™ CI-10 Compact Cash Automation System, PB Boulangerie Bistro has eliminated the need for cash handling by their staff, has generated more customers, moves the lines more quickly, and increased customer service and productivity. And as a bonus, the customers now look forward to engaging with the CI-10.



ABOUT PB BOULANGERIE BISTRO

“[The Glory solution] is cleaner, faster and makes the staff more comfortable.”

Philippe Rispoli, Owner and Chef,
PB Boulangerie Bistro

In the spring of 2010, Philippe opened PB Boulangerie Bistro. PB has a neighborhood feel, inviting guests with the aromas of freshly baked bread and classic dinner cuisine.

In the bakery, the baker's oven is open for viewing, and their baked goods are available alongside quality treats brought in from France.

In the bistro, a full dinner menu and an extensive wine list is served, while guests can see the chefs at work in the kitchen. The bistro provides a 60-seat dining room, including the Chef's Table and Bar, and additional seating on their outdoor patio.

The PB Boulangerie Bistro experience is about enjoying delicious food in a welcoming, elegant, and modern atmosphere every day of the year.



PERPETUAL MOTION

The Glory Retail Cash Chain vision is based on “Cash in Perpetual Motion”, ensuring that cash taken at point of sale reaches the retailer account as fast as possible, with no loss along the way. By speeding and automating process steps, Glory CASHINFINITY solutions keep the entire business more agile, drive competitive advantage and contribute to enhanced profitability, as well.

The drive for operational efficiency is a never-ending task but there is a limit to what can be achieved through working faster and harder. To make a step-change in performance, retailers now need to work smarter across the entire value chain. Glory CASHINFINITY cash management solutions have a major contribution to make.

For more information on
Glory’s CASHINFINITY solutions
visit www.glory-global.com
or speak to your sales representative



Related solutions...

CI-50 FOR FRONT OFFICE

The addition of the coin unit (CI-10C) integrates coin handling into a single solution, for handling both notes and coins.



CI-30B

A scalable banknote deposit solution with a large storage capacity for the retail back-office environment.



CI-SERVER

Centralized management of cash throughout a store in the front and back office.



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