



QUICK SERVICE RESTAURANTS CASE STUDY



CASH MANAGEMENT, ALONG WITH LABOR MANAGEMENT, IS ONE OF THE MOST DIFFICULT AND TIME-CONSUMING ACTIVITIES THAT QUICK SERVICE RESTAURANTS FACE. FOR A QUICK SERVICE CHINESE RESTAURANT THAT HAS BECOME THE FASTEST-GROWING CHAIN WITHIN THE ASIAN CUISINE SEGMENT OF THE RESTAURANT INDUSTRY, THE CHALLENGE WAS CONSIDERABLE.

Panda Express, a privately owned company with more than 1100 restaurants across two continents, serves up thousands of meals every day, resulting in vast numbers of cash transactions. Historically, the restaurants were manually counting all cash for drawer close-outs and deposits, which took an excessive amount of time and resulted in inaccurate counting. End of shift drawer close-outs were taking so much time that in many cases the drawers were not even getting counted, causing management significant frustration. To help streamline administration of all of their cash and ensure count accuracy, Panda Express has been relying on cash management tools from Tellermate at each of its restaurants for the past ten years.

"We did a time study and found that it took an average of 10 to 15 minutes for each cashier to manually count up his or her drawer at the end of a shift," said the chain's Director of Audit. "With the Tellermate machine, we save about 8 to 12 minutes per cashier plus there are far fewer errors, making it critical for both labor-savings and accuracy. The labor-time savings for our cashiers and managers has resulted in a direct cost savings for our company. Tellermate provides not only accurate and efficient counts for our tills and deposits but it also enhances our security and cash controls. The print outs from the Tellermate machines enable individual accountability, which has a very positive impact on our business."

The strong relationship that Panda Express and Tellermate have developed over the past ten years has proved to be invaluable. **"Even when we evaluated other companies against Tellermate, the relationship, service and support that Tellermate continually provides us always puts them at the top."**



TECHNOLOGY BENEFITS :

- Counts a cash drawer and resets a bank in less than one minute, resulting in faster shift-changes.
- Within a cash intensive environment, Tellermate provides tighter control and accountability. Links to a printer enable quick and easy production of mini-reports for paper audit trails.
- Machine portability allows for fast spot-check audits at the drawers, deterring employee theft.
- High-resolution backlit display, familiar navigation keys and instinctive user software allow for faster counting, clearer instructions and user-friendly operation.
- Units are customizable to fit customers' terminology and processes so that the system can be consistently replicated throughout corporate and franchise locations worldwide.
- Spill and liquid-resistant key mat and drainage lines minimize the effects of accidental damage.
- Standard 5-year manufacturer's warranty to cover tough working conditions.

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**Tellermate**
Integrated and Intelligent
Cash Management Technologies