



Company Background

Bill and Cath Costley founded Costley & Costley in 1988 and today they are one of the most prestigious hoteliers in Scotland. In 2006 they were awarded the accolade of Scottish Hotel Group of the Year and two of their venues were awarded the AA Inspectors choice hotel. Costley & Costley currently consists of 5 hotels and 3 Inns, which are all set in beautiful locations.

Across the entire team of Costley & Costley, their standards, determination and attention to detail is second to none; and this is clearly illustrated within the gates at their flagship venue, Lochgreen House in Troon, which bears the words 'AD VITUTEM NITENS' which means striving for excellence.

The company recognises that it is essential to control costs whilst maximising customer satisfaction.

Requirement

Costley & Costley had already identified that the need was for reliable, easy to operate, touch-screen terminals, as it this would provide them with the greatest flexibility and capability during peak times.

The hotels would need to be able to have a direct link from the point of sale to the property management system already in use.

Both the hotels and the Inns would need to be controlled from head office for price changes and stock taking.

EPOS Solution

After evaluating several options, Costley and Costley decided that the most suitable option for their requirements would be to install the Sharp UP-X500 system into their hotels.

The system comprises of several UP-X500 networked terminals, with Venta software together with the integration to a Sharpsoft back-office package. The Sharp point of sale terminals communicate seamlessly with the MainStay reservation and billing software.

For the Inns division the Sharp UP-X300 system was chosen communicating directly to the SharpSoft software installed at the head office. This was all installed by Glasgow based ACR Retail Systems, a Sharp Premier Partner. ACR have in-depth knowledge and expertise across the entire range of Sharp EPOS equipment; they worked closely with Costley & Costley Hoteliers and as a result gained a deep understanding of the project requirements.

As Michael Poggi, a Costley and Costley director, explains:

"By ensuring that the installer is fully aware of your objectives, they can ensure that the system becomes an integral part of the team which works with you and adds value".

ACR Retail Solutions also provided a detailed and structured maintenance programme, vital for effective day-to-day management.

A further benefit for choosing ACR Retail Systems was that all the work was carried out by experienced in-house engineers, who provided a high quality installation service. As the application software on each EPOS terminal had no ongoing licence fees, there was no additional cost.

To date Michael has been incredibly impressed with the speed of service, professionalism and responsiveness of ACR Retail Systems and had total peace of mind throughout the installation process. Since the initial installation took place Costley & Costley have since rolled out the upgrade across all of their venues.

ACR have also provided advice and guidance on how to improve the system should we wish to take that next step.

Benefits

Since ACR Retail Solutions installed the networked UP-X500 with kitchen printers, a number of benefits have already been seen:

- The restaurants are able to offer a speedier service
- All items charged to a room are instantly on the customers bill
- The installation of the kitchen printers has proved so successful that kitchen printers will be rolled out across all of the restaurants within the group
- The daily collection of wet & dry data has proved highly beneficial, which means that stock control has greatly improved
- GP has increased approx. 2-3%
- The ease of use of the systems has meant that training has been managed with ease
- The central control means that menu and price changes are made and then downloaded at the time specified

The installation was completed on schedule and more sites can be added with ease as the company expands. To date 3 inns and 5 hotels have had the Sharp system implemented.