«ІНФОРМАЦІЙНІ ТЕХНОЛОГІЇ В ЕКОНОМІЦІ І УПРАВЛІННІ»

ЗБІРНИК НАУКОВИХ СТУДЕНТСЬКИХ ПРАЦЬ

ВИПУСК 3

Одеса
2021

RESTAURANT MANAGEMENT SOFTWARE IN VIETNAM

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ANNOTATIONS

Le Tran Bao Ngoc, Hostryk A. *Restaurant management software in Vietnam.* The article discusses software tools that are widely used in restaurant business in Vietnam. The general characteristics of the software, certain advantages and disadvantages of each are also given with the purpose of generating income in restaurant industry.
Keywords: *management software, restaurant business, management.*

Лє Чан Бао Нгок, Гострик О. М. *Програмне забезпечення управління ресторанним бізнесом у В'єтнамі.* В статті розглянуті програмні засоби, які широко використовуються у ресторанному бізнесі В'єтнаму. Наведені загальні характеристики програмного забезпечення і визначені переваги та недоліки кожного з видів з метою отримання доходів в сфері ресторації.
Ключові слова: *програмне забезпечення управління, ресторанний бізнес, менеджмент.*

Ле Чан Бао Нгок, Гострик А. М. *Программное обеспечение управления ресторанным бизнесом во Вьетнаме.* В статье рассмотрены программные средства, которые широко используются в ресторанном бизнесе Вьетнама. Приведены общие характеристики программного обеспечения и определены преимущества и недостатки каждого из видов с целью получения доходов в сфере ресторации.
Ключевые слова: *программное обеспечение управления, ресторанный бизнес, менеджмент.*

Formulation of the topic in general. Restaurant management software is used in almost every restaurant and café and it helps a lot in business management. Nowadays there is a variety of restaurant management software to choose, but it is also the reason that make a number of managers find it difficult to make a decision.

Analysis of research and publications of recent years. A number of scientists and specialists were engaged in the problem of automation in restaurant business in Vietnam, such as James Duong Nguyen, Thuy Ha, Cao Trong Kim Tri, etc.

Highlighting unsolved problems. The analysis of the problem, which is discussed in this article, shows that most of scientists and specialists support the adoption of new techology in restaurant business. However, the main problem is that most of restaurants and café in Vietnam are small and private businesses, a lot of owners or managers do not think that a management software is needed

The purpose of this article. The main purpose of this article is to evaluate the restaurant management software that is widely used in Vietnamese restaurants and cafes in terms of their functionality, based on their characteristics.

Summary of the main material. Restaurant management software is created and used in oder to increase the business productivity, level up professional administration, save time, reduce a number of errors or mistakes that might occur and enhance the overall quality of clients' experience. Some features of restaurant management software are order management, revenue and income tracking, expenses tracking, material control and so on.

Some of the most widely used restaurant management software in Vietnam are Dcorp R-Keeper, Sapo FnB and PosApp.

In Vietnam, leading Food & Beverage companies (for example, Golden Gate, Red Sun, etc.) are using the Dcorp R-Keeper to standardize and upgrade their operating procedures. Founded in Vietnam in 2007, Dcorp R-Keeper has partnered with over 2000 restaurant and hotel chains [2].

Dcorp R-Keeper's powerful software platform streamlines order-processing and payment procedure (quick service and full service) for restaurants, with features for different services, such as waiter services, cashier services and so on [2]. Dcorp R-Keeper provides a wide range of innovative products and services in auditing, consulting, data management and much more to clients that are not offered by conventional providers. In the last few year its record has been growing consistently(fig.1).

Some key features of Dcorp R-Keeper:

− Quick order on all devices.

− Multi-channel selling platform, receive orders anytime and anywhere, operate in a closed process from oder – production – delivery – payment – confirmation and scoring.

− KDS kitchen display screen helps in improving work effectiveness in kitchen.

− Manage loyal customer database.

− Warehouse management specialized for F&B.

– Manage a large number of restaurants with different business concepts in 1 database.

– Backup data at different levels: automatic schedule, manual, work shift, etc.

– Real-time reporting system.

Fig. 1. Restaurant management software Dcorp R-Keeper

Source: [1]

However, the cost for Dcorp R-Keeper is quite high compared to other restaurant management software that provided by domestic companies. In order to make sure that Dcorp R-Keeper sofware could work stably restaurants also need to be equipped with high configuration devices, so the initial investment and maintenance costs are also relatively high.

Because of fact that most of the local restaurants and café in Vietnam are small, family run or personally managed, Dcorp R-Keeper are widely used in upmarket restaurants or restaurant chains with financial potential.

Sapo FnB is a product of Sapo Technology Joint Stock Company – one of the leading company in management software in Vietnam. It is a software with modern interface, easy to use with smooth experience, which help entire cycle of processes in restaurants or café from ordering to to payment go smoothly and quickly on just one software (fig. 2). Different from Dcorp R-Keeper, Sapo FnB with resonable cost is suitable for small restaurants and café.

Some key features of Sapo FnB:

– Fast real-time reservation availability checking.

– Support in introducing menu and making orders in front of the guest via smartphone, tablet, then automatically transfer orders to the kitchen, help in reducing confusion, errors and waste of time, increase productivity.

– Display full order details such as list, order quantity, time and special requirements such as no sugar, non-spicy, etc.

– Warehouse management specialized for F&B and quantities for each dish or drink to help control input and output.

– Workforce management: manage the performance evaluation of each employee.

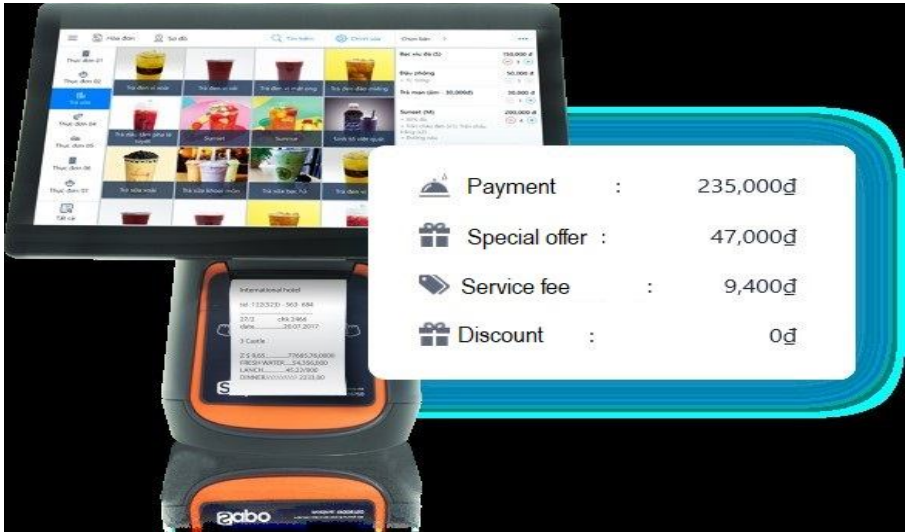– Detailed reports on revenue, profit, loss, …by time.

Fig. 2. Restaurant management software Sapo FnB

Source: [7]

Sapo FnB provides a free trial for 15 days. The fee depends on the chosen service package. At present, besides 1.000.000 VND (about $43) initial fee, Sapo FnB provides 2 main packages: Basic (~$5 per month, limited – less than 10 devices) and Pro (~10$ per month, unlimited)

Since Sapo FnB is a newly developed software in recent years, the number of specialized feartures is still limited, so it may not suitable for large restaurant chains.

PosApp is a multi-platform restaurant and café management software that can operate and share data instantly among a number of devices such as POS devices, smartphones, tablets, PC or laptops (fig. 3). This restaurant management software is suitable for small and medium-sized businesses.

Table service requires server to serve every table, take orders and send back to kitchen and bartenders. PosApp provides a strong table layout. Split bill, merge table, kitchen ticket printing, etc. Tables with different status will be marked by different colors (for expample: available, reserved, dirty, cleaned) that help manager control all the tables at a glance.

Fig. 3. Restaurant management software PosApp

Source: [6]

Some key features of PosApp [6]:

– Employee can use smartphone or tablet to take order, then the order is immediately sent to the kitchen or bar.

– Whether the Internet is connected or not, PosApp continues to work to keep the restaurant/café operates continuously. All data will be synchronized to the Cloud when network returns.

– Data synchronization among all devices - boosting sales speed and remove errors in taking customer order from normal note-taking by virtue of the sales data synchronization process among all in-store devices: kitchen, cashier, manager in real-time.

– Manage restaurant inventory on a limitless number of ingredients along with the unit measure, wholesale cost, and retail price for each.

– Provide real-time reports about the revenue, profit, cost, employee performance.

PosApp.vn software also supports many different order features for different business models, for example:

– Food stall and small café: flexible sales right on smartphone, tablet or handheld POS.

– Fast food model and café, where order are made with prepayment at checkout counter: Quick order, ability to process several orders at the same time, customers are able to pay by E-wallet right on cashier's screen.

– Customers make order by themselves on the tablet: each table will have a tablet, all customers' orders will be sent to the kitchen, bar and the cashier immidiately.

PosApp provides a free trial for 14 days. At the moment, besides initial fees (cost of equipments), PosApp.vn provides 2 main packages [6]: Popular - $12/month (inventory management, defining quantity of ingredients for menu items and cash-flow management are not available) and Advanced - $15 (all-inclusive).

Conclusion. The use of technology to manage a restaurant or café makes it become the backbone of this business. It hepls with inventory management, workforce management, cash-flow management, facilitate menu changes, improve productivity, lower the risk of errors and also assist in many different tasks. Each management software has its own characteristics and there are different aspects to consider when choosing a suitable restaurant management system for your business. First of all, it is the price, functionality and ease of use. Therefore, the decision to use software for restaurant business management requires some attention from the leaders of the enterprise, as this is the key to the success of their business.

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