

MICROS Alert Manager

# Manage by exception to proactively control business operations

MICROS Alert Manager allows operations to manage by exception. The system monitors conditions and compares them to established standards. Exceptions are immediately identified and a notice or alert is sent to the pager, PDA, cell phone, or email of those who need to know. MICROS Alert Manager provides exciting integration between MICROS products and on-premise paging and communications solutions made available by JTECH, a MICROS subsidiary.

Be alerted to loss prevention issues on guests' checks, ticket times in the kitchen, labor notifications when an employee is nearing overtime, and sales warnings, especially alcoholic beverage alerts. With this notification system, businesses can manage proactively, saving time and money associated with issues that arise. Let Alert Manager do the system monitoring while you focus on what matters most, your customers.



**Improve guest experience** by monitoring multiple aspects of business operations. By proactively managing business operations, as opposed to reactively, managers can identify issues before they occur and disrupt the guest. Additionally, Alert Manager improves the dining experience by monitoring your standard business metrics to allow you to redirect resources where they are needed. Alert Manager monitors ticket times in the kitchen, ensuring superior food quality and safety and improves sales by alerting the server when their order is ready to deliver. Alerts can be sent to the manager for VIP customers, high ticket items, and more, further increasing customer satisfaction for your highest spenders.

# Immediately identify exceptions to save time and money

Improve your customer's dining experience by monitoring your standard business metrics, allowing you to redirect resources where they are needed. MICROS Alert Manager sends the message to the individual rather than the individual asking for information, thus ensuring food quality and safety, preventing loss, and increasing sales. The mere use of MICROS Alert Manager deters employees from potentially committing acts that would hinder profitability.

## Loss Prevention Alerts

- Cash Pull Alert – a cash pull is required at a till, reducing risk of loss
- Discount Amount Over Alert – a discount is applied to a check that is over a configured amount
- Potential Fraud Alert – \$0 or negative dollar transactions occur, or when a "Transaction Cancel" or "No Sale" is executed
- Service Charge Over Alert – a service charge is applied to a check that is over a configured percentage
- Void Over Alert – a void is applied to a check that is over a configured amount

## KDS (Kitchen Display System) Alerts

- Average Prep Time – the average prep time on the Kitchen Display System (KDS) exceeds a specified amount
- Long Ticket Time – the number of tickets with red or yellow alert status exceeds the configured amount
- Order Bumped Alert – all menu items for an order are completed on a KDS device

## Labor Alert

- Approaching Overtime Alert – an employee is approaching overtime based on configured amount (critical in states with strict labor laws)

## Sales Alerts

- Alcoholic Beverage Alert – the number of beverages rung up exceeds the number of guests or the total number of beverages on a check exceeds a configured amount
- Menu Item Sales Alert – one of a configured group of menu items is sold
- Sales and Cover Count Alert – Net Sales, Cover Count, and Labor Cost information for the current business day



Alert Manager<sup>®</sup>, with the use of JTECH pagers, can alert managers on eventualities within the restaurant.

## Profit From:

- Reduced costs by alerting the manager when employees are approaching overtime
- Increased customer satisfaction and loyalty
- Prevented loss by monitoring certain functions that management should investigate
- Immediate impact on profitability, operational efficiency, and employee productivity
- Rapid ROI

## Find out more about how MICROS can help you grow

Get in touch with us for more information or to schedule a demo and consultation appointment.

Phone: **(631)244-9200**

### Microsan Corp.

90-4 Colin Drive

Holbrook, NY 11741

[micros.sales@microsanpos.com](mailto:micros.sales@microsanpos.com)

[www.microsli.com](http://www.microsli.com)