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**I Statement of the Problem**

1. Treviso Bay faces a loss of about \$700-\$800 thousands annually due to its Food and Beverage service.
2. Treviso Bay Community are unhappy with the Food & Beverage service at the Clubhouse and the VR. They believe the wait time to be served is unusually long, especially at the VR, which at times exceeds an hour!

**II The Task Assigned to the F&B Software & Communications Sub-Committee:**

1. Determine if the current POS system is one the elements contributing to the problems stated above.
2. Make recommendations about how to reduce TB's financial loss and increase the satisfaction of its Community.

**III Analysis of the Current POS System**

**1. Components and the Costs:**

SOFTWARE NAME	GENERAL PURPOSE	ANNUAL COST	NOTES
IBS - Clubhouse Admin	Membership management/Event management (1) POS	\$778	\$64.81 per POS station
IBS - Clubhouse- Food & Beverage	Food & Beverage Management (9) POS	\$9,332	\$64.81 per POS station, currently (9) stations
IBS - Tennis	Tennis Management (1) POS	\$778	\$64.81 per POS station
IBS- Fitness	Fitness Management (1) POS	\$778	\$64.81 per POS station
IBS - La Piscine Bar & Grille	Food & Beverage Management (5) POS	\$3,889	\$64.81 per POS station, currently (5) stations
IBS - Concessions (Snack Shop)	Food & Beverage management (1) POS	\$778	\$64.81 per POS station
Yelp	Dining Reservation System	\$3,240	\$1,620 Each 6 Months. Third party software. Accessed via www.trevisobayhoa.com
Salix Reservation	Online Tennis Court reservation system	\$1,200	Third party software. Accessed via www.trevisobayhoa.com
<b>Total Food &amp; Beverage Software</b>		<b>\$20,773</b>	

## **2. Network Components:**

- A. Total Servers:** 2. One MS SQL Server and one Network Server. Both servers are located at Clubhouse (Needs to be verified)
- B. Total IBS Nodes/Work-stations:** 18 (11 nodes at the Clubhouse area, 7 nodes at the VR)
- C. Third Party Software:** 2 (Yelp Restaurant Reservation, Salix Tennis Court Reservation)
- D. Data Communication:** The 7 nodes at the VR area are connected to the Server(s) at the Clubhouse using the Internet.

## **IV Advantages and Disadvantages of the Current POS System**

### **1. Advantages:**

- A. The current system includes the major functions necessary for a software of this nature
- B. The users of the system find it relatively easy to use
  - . The interfaces used by the Servers are all touch screen
  - . The interfaces used by the Managers are mostly menu driven
- B. Can create customized interfaces for different Management and Server functions
- D. Allows different payment options.

### **2. Disadvantages:**

**The system is inadequate and at times unavailable due to the following reasons:**

- A. All the hardware is about 5 years old
- D. Data storage capacity in the SQL server could be maxed out (need to be verified)
- E. Addition of more nodes will lead to more network traffic and cause more frequent server crashes
- F. Data communication problem due to low quality communications lines between the nodes and servers
- G. Electrical problems
- H. Third party sub-systems normally lead to security threat in any computer network
- I. No software features to allow members access to their own accounts using the Web.

## **V Recommendations:**

The results of the study conducted by this sub-committee show that the current POS system and the communication system used at Treviso Bay directly contribute to the loss of revenue at Treviso Bay. The unavailability of the system during the peak business times leads to longer wait time for service. Customers frustrated by the long wait time simply leave without any food and beverage purchases.

The following provides few recommendations about how to correct the problem:

**1. New POS Hardware and Software Technology:**

- A. Use a hardware and software technology that uses "Cloud Technology" rather than in-house dedicated servers.
- B. Use a hardware and software technology the uses "Client/Server" Technology.
- C. Use fully integrated software system in order to eliminate the need for third party software
- D. Use a hardware and software technology that is compatible and easily integrated with popular Club Management software which allows users' interactions via the Web for functions such as:
  - . Restaurant, golf, tennis reservations
  - . Members' access to their accounts to monitor their spending and charges
  - . Etc.

**2. Better Communications System**

- A. Replace the current TB Comcast communications facilities, which is a low quality ("Bundled") type, with a high quality ("Business Level") type data communications lines.
- B. Negotiate with other communication companies for a better quality data communications at a lower rate.

**VI. Final Comments**

As of today, the cost associated with correcting ONLY the data communications problem has been estimated to be \$60,000 - \$260,000!

Currently the Food & Beverage Committee, the Communications/IT Committee, and the Operations Committee are working together in order the find the best data communication solution for TB's current F&B problem.

It is far too soon to provide a final cost for a powerful data communications system, a new POS system, and a fully compatible Club Management software system. Considering the TB Committees' negotiations, currently in progress, with the communications and the POS system vendors, the final cost is estimated to be considerably less than the figures given above.