

Award Winning Cotton Restaurant Improves Operations With the LIONWISE® Restaurant POS System

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LionWise, a provider of leading-edge point of sale (POS) systems to both the quick service and table service restaurant industry, is pleased to announce that Cotton, in Manchester, New Hampshire www.cottonfood.com, has implemented the LIONWISE® Restaurant POS System (RPS).

Cotton, located in Manchester's historic Millyard District, is known for its great food and relaxed, hip atmosphere. The restaurant has received numerous accolades such as "one of the ten best neighborhood restaurants in the east," from Bon Appétit magazine. Chef/owner Jeff Paige, who has run several restaurants in New England, appreciates the recognition, but is especially proud of his efforts to buy top quality foods from local sources. "I have been supporting local farms and purveyors for over 20 years," explains Paige. "We buy from local fishermen, dairy and produce farms, and I always select meats and poultry that are all-natural."

Paige and partners bought the restaurant and created Cotton in 2000. They continued to use the point of sale system that was already in place but it was soon antiquated. Last year, Paige began his search with co-owner/wife Peaches, for a new POS system that was affordable and server-friendly. He also sought enhanced reporting capabilities and improved flexibility for managers.

Once Jeff and Peaches decided to implement the LionWise system, they were very satisfied with the results. "The team at LionWise customized the system for Cotton," explains Jeff, "and everything they promised us was delivered 110%." Peaches, who manages the Front of the House, says, "The transition was incredibly smooth and the staff loves the new system. Some of the servers compared LionWise to other POS systems and said it is one of the easiest systems to learn and use."

Jeff is elated that the restaurant's operations are now in real-time. "Once any type of change is made in the system, it takes effect immediately in all of the terminals without having to shut down. In fact, the majority of management functions can now be done at any terminal and that for us -- is huge," he says. Jeff cites the cloning feature as an example. "In order to create a special or new menu offering, I can clone an item and make minor changes right there at any terminal. I don't have to build a new item with all of the modifiers, and more importantly, I don't have to leave the kitchen and go to the back office to do it."

"LionWise did a fantastic job with the implementation and training of our staff. They check in with us regularly and the service is impeccable," says Paige. "I will absolutely recommend LionWise to other restaurant owners who are looking for a new POS system."

About LionWise LionWise provides a completely integrated Point of Sale (POS) system designed exclusively for table service and quick service restaurants. The LIONWISE® Restaurant POS system is unique in its ability to be easily adapted to each restaurant's business model, desired user presentation, and back office reporting and management requirements. LionWise brings decades of restaurant and technology experience to the table, helping companies to operate more profitably while continuing to provide superior customer service through the use of leading edge technology. The LionWise organization is comprised of a management team with extensive restaurant ownership and management experience, in addition to technology and on-site implementation services expertise. For more information, please contact Scott Rich at 978-808-6340 or visit www.LionWise.com