



## Customer Profile



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*Jeff Paige, Chef/Owner*

### Cotton Restaurant

Cotton, located in Manchester’s historic Millyard District, is know for its relaxed and “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.

#### At a Glance

##### Company Overview

Cotton  
[www.cottonfood.com](http://www.cottonfood.com)

##### Business Type

Restaurant and Bar

##### Number of Employees

30

##### Number of Seats

144

##### Cost Centers

Table Service  
Bar

**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.”



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**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.”



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Restaurant Assistant Manager Lynn Curry says the new system makes her job easier. “The reporting I do at the end of a shift used to take an hour to complete,” states Curry. “Now with the LionWise RPS, I print the reports in seconds and I can close out in half the time.”

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