



Customer Profile



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Rick Hall, Manager

The Country Spirit Restaurant & Tavern

When the Country Spirit Restaurant & Tavern, in Henniker, New Hampshire, decided to re-launch their restaurant, they chose the LionWise Restaurant POS System. Arthur Kendrick and his wife Sally opened the Country Spirit in 1984 and ran a successful family business for 12 years. The couple sold the restaurant in 1996 to pursue a dream of traveling the world and to essentially retire. The Kendricks recently bought back the business and re-opened under the same name in the spring of 2007. Mr. Kendrick, who was voted Restaurateur of the Year in 1986, wanted to "return the restaurant to its old glory. Whether you were meeting friends after work or out with the family," says Kendrick, "The Country Spirit in those days was always the place to go."

"We have new management and a new menu," says Rick Hall, manager of the Country Spirit, who worked for the Kendricks at the original restaurant. "Our focus is on top-quality food and top-notch service," he adds. "People get a warm, welcome feeling when they come to the Country Spirit. And to keep them coming back, we buy only the best food products, including Certified Angus Beef, which is cut and delivered daily."

At a Glance

Company Overview

Country Spirit Restaurant & Tavern

Business Type

Restaurant

Number of Employees

35

Number of Seats

150

Cost Centers

- Bar
- Dining Room
- Take Out
- Retail
- Catering

Rick had no plans to install a new POS system when the restaurant re-opened, however when he tried to get the existing system up and running, problems arose. The system was outdated, in need of repair, and when Rick finally located a service provider, he learned that the old POS system wasn't worth salvaging. "We needed a new system installed quickly, and we chose LionWise," says Rick. "The people at LionWise gave me confidence right away that they were committed to the project, and the entire team has been fantastic to work with."

The Country Spirit staff is extremely satisfied with the system's capabilities and ease-of-use. "We opened on the Friday before Easter and we made it through the busy weekend with no issues whatsoever," explains Rick Hall. "The LionWise system is so self-explanatory that our servers literally learned 'on-the-fly.' It was the smoothest opening I have ever seen."

Rick's management duties are made easier with the numerous reports he can now access. "We have a good understanding of our food costs, financial reporting is simple, and the formats are easy to read," he explains. Rick also likes the added security the system provides. "We can limit drawer access by employee, and we have a clear picture of individual server statistics."

When Country Spirit manager Rick Hall was asked to sum up his experience, he replied, "I couldn't be more pleased with our decision to implement LionWise. It's a great product."



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