Increase Efficiencies at Your Restaurant with Pay-at-the-Table

Payment experiences in U.S. hospitality are starting to change, as many restaurants are considering bringing payments to the consumer at the point of service with a Pay-at-the-Table solution. It allows the guests at a restaurant to pay using their preferred electronic payment method, including EMV and mobile wallets such as Apple Pay® and Android Pay®. Pay-at-the-Table is proven to increase efficiency in restaurants, as it cuts down on the number of trips a server has to take between the diner's table and the POS station for payment. Let's take a look at how implementing a pay-at-the-Table solution can streamline restaurant operations, thus increasing productivity and profitability:

Traditional Payment Process

1. Server takes final bill to guest.
2. Server walks away.
3. Guest reviews bill and places credit card in billfold.
4. Guest waits impatiently for server to return.
5. Server returns to retrieve billfold with credit card and bill.
6. Server walks to the POS station to process the payment.
7. Guest waits impatiently for server to return.
8. Server returns with the receipt.
9. Guest inputs tip amount and signs receipt.
10. Guest leaves.
11. Server comes back to the table to retrieve billfold with signed receipt.
12. Server takes receipt and enters tip adjust at POS system.

With Pay-at-the-Table

1. Server takes the final bill to the guest along with the payment device.
2. Guest reviews the bill and and enters the tip amount on the payment device.
3. Guest taps or inserts the card, signs the payment device and receipt is electronically sent or printed.
4. Guest leaves.
5. Server retrieves the payment device.

Server walks away.

Guest waits impatiently for server to return.

Server walks away to process payment.

Guest waits impatiently for server to return.

Server returns with the receipt.

Guest signs the receipt.

Server takes receipt and enters tip adjust at POS system.

Click here to learn how a Pay-at-the-Table solution can benefit your restaurant business.