



Restaurant tech assessment checklist

According to the National Restaurant Association's State of the Restaurant Industry Report, 40% of restaurants planned to invest in more front-of-house (FOH) and back-of-house (BOH) tech in 2023.

But is your tech stack actually improving efficiency and helping your bottom line? Use this comprehensive worksheet to:

1. Evaluate the tech you have
2. Identify the tech you need
3. Find the right tech provider for you





Point-of-sale



“The POS is the heart of your restaurant, not only for placing orders and running payments but linking together every aspect of your operation. A great POS will help you become more successful with clean reporting, strong integrations to other platforms, and ease of use for every team member, which in turn generates more profit and happier customers.”

-**Scott Youkilis**, Restaurateur-In-Residence, SpotOn

POS provider: _____

Efficient table & menu workflows:	Yes	No	NA
86 items from FOH and BOH:	Yes	No	NA
Pricing events and special menus:	Yes	No	NA
Guest-facing display with tip recs:	Yes	No	NA
Open tab capabilities:	Yes	No	NA
Split-check capabilities:	Yes	No	NA
PCI-compliant payment terminals:	Yes	No	NA
Gift card capabilities:	Yes	No	NA
Remote updates to menu and staff:	Yes	No	NA
Real-time reporting:	Yes	No	NA
Sales:	Yes	No	NA
Product mix:	Yes	No	NA
Labor:	Yes	No	NA
Discounts & voids:	Yes	No	NA
Email alerts & subscriptions:	Yes	No	NA
Other:	Yes	No	NA

Monthly costs:

- Hardware & software fees: _____
- Credit card sales: _____
- Credit card processing fees: _____

What you like: _____

What you don't: _____



Handhelds



Our guests love the fast service. By having a handheld device, you are actually doubling or tripling your POS system."

–**KwangHo Lee**, Owner, Momoya

Provider: _____

Efficient table & menu workflows:	Yes	No	NA
Real-time sync with POS:	Yes	No	NA
Loyalty and deal redemptions:	Yes	No	NA
Card and mobile pay options	Yes	No	NA
Automatic tip recommendations:	Yes	No	NA
Digital receipt options:	Yes	No	NA

Monthly costs:

- Hardware & software fees: _____

What you like: _____

What you don't: _____



QR digital ordering & payment



“Learning about and using app technology is critical for business. We love the payment by QR code as a time-saver for paying the check at the end of a meal.”

–Allison Sullivan, Co-Chef & Owner, Savoie Partners

Provider: _____

Intuitive digital guest menu:	Yes	No	NA
Automatic up-sell recommendations:	Yes	No	NA
Pre-auth and open tab capabilities:	Yes	No	NA
Real-time sync with POS:	Yes	No	NA
Collaborative ordering with the server:	Yes	No	NA
Group order & pay with split check:	Yes	No	NA
Call number & 2-way texting for pickup:	Yes	No	NA
Automatic tip recommendations:	Yes	No	NA
QR on check for payment:	Yes	No	NA

Monthly costs:

- Software fees: _____

What you like: _____

What you don't: _____



Online ordering, takeout, and delivery



“First-party online ordering from SpotOn has not only saved us money and improved our margins on the labor front, but it has also made things so much more streamlined and accurate in the kitchen. We have less errors and less waste. It’s a huge improvement.”

–**Stryker Scales and Sam Josi**, Co-Owners, Blue Barn

Provider: _____

Online ordering through your website:	Yes	No	NA
Online ordering through Google:	Yes	No	NA
POS integration:	Yes	No	NA
Order-pacing capabilities:	Yes	No	NA
Real-time online menu updates:	Yes	No	NA
Delivery-management integrations:	Yes	No	NA
Integrated digital loyalty:	Yes	No	NA
2-way guest texting:	Yes	No	NA

Monthly costs – first-party online ordering:

- Software/subscription fees: _____
- Delivery integration fees: _____

Monthly costs – third-party delivery apps:

- Total revenue from delivery app ordering: _____
- Delivery app commission percentage: _____
- Total delivery app commissions & fees: _____

What you like: _____

What you don't: _____



Reservations & waitlist



“Our average Friday and Saturday used to be \$9k – \$10k and now it is \$12k – \$14k with SpotOn Reserve. It runs smoother because there’s no longer that big crash in the kitchen of all orders coming in at once. With an additional table turn, our kitchen is more prepared, and it’s very evened out.”

–Michael Harrel, Owner, 11th and Bay

Provider: _____

Online booking through your website:	Yes	No	NA
Online booking through Google:	Yes	No	NA
Online booking through a third-party site:	Yes	No	NA
Automated reminders:	Yes	No	NA
Digital waitlist:	Yes	No	NA
2-way guest texting:	Yes	No	NA
Automatic wait times:	Yes	No	NA
Host app for table management:	Yes	No	NA
Guest data collection:	Yes	No	NA
Order-while-you-wait capabilities:	Yes	No	NA
2-way sync with POS:	Yes	No	NA

Monthly costs:

- Software fees: _____
- Third-party cover fees: _____

What you like: _____

What you don't: _____



Kitchen display system (KDS)



We went from printed tickets, with everyone fighting over the same ticket and lots of unnecessary communication, to just looking up at a screen. Everybody can see it. There's less confusion, and the KDS has helped us decrease order errors."

-Christopher Vargas, Owner, La Tia Juana

Provider: _____

Custom order routing:	Yes	No	NA
Customizable screen layout:	Yes	No	NA
Real-time ticket management:	Yes	No	NA
Cross-screen communication:	Yes	No	NA
Guest text notifications:	Yes	No	NA
Kitchen analytics:	Yes	No	NA

Monthly costs:

- Software fees: _____

What you like: _____

What you don't: _____



Scheduling, tip management, and payroll preparation



“We know firsthand it’s not just the staffing that’s becoming hard, but it’s becoming more challenging to stay compliant with all the labor regulations. With their labor management software, SpotOn is staying true to tackling our industry’s biggest challenges.”

–Michael Mina, Co-owner, The Bungalow Kitchen

Provider: _____

Intuitive scheduling:	Yes	No	NA
POS integration:	Yes	No	NA
Clock-in verifications:	Yes	No	NA
Labor cost projections:	Yes	No	NA
Compliance protection:	Yes	No	NA
Employee mobile app:	Yes	No	NA
Automated payroll preparation:	Yes	No	NA
Tip sharing capabilities:	Yes	No	NA
One-click tip out:	Yes	No	NA

Monthly costs:

- Software fees: _____

What you like: _____

What you don't: _____



Inventory management



“Before, we were doing inventory by hand. With SpotOn and their integration with MarginEdge, we’re able to cut down at least 20 hours a week on inventory alone. I can log in right now and see what we’re paying, what’s the current cost, from our bar expenses to the food expenses, so we can keep our house very tight.”

–**Johnny Rigsby**, General Manager, Tiny’s & The Bar Upstairs

Provider: _____

POS integration:	Yes	No	NA
Accounting integration:	Yes	No	NA
Automated invoice processing:	Yes	No	NA
Inventory platform:	Yes	No	NA
Order management:	Yes	No	NA
Menu analysis and recipe costing:	Yes	No	NA
Price alerts:	Yes	No	NA

Monthly costs:

- Software fees: _____

What you like: _____

What you don't: _____



Marketing & loyalty



“Everybody has an email list. Some see it as a throwaway. But for me, every email is an investment. I use SpotOn Marketing every day. Every person that joins our list is someone who wants to spend money with us, so I want to keep them engaged.”

–**Jay Goldberg**, Operations Manager, Chicago Culinary Kitchen

Provider: _____

POS integration for rewards/deals:	Yes	No	NA
Online ordering integration:	Yes	No	NA
Mailing list builder:	Yes	No	NA
Social media discount codes:	Yes	No	NA
Email campaigns:	Yes	No	NA
Automated campaigns:	Yes	No	NA
Online review alerts & dashboard:	Yes	No	NA
Campaign analytics:	Yes	No	NA

Monthly costs:

- Software fees: _____

What you like: _____

What you don't: _____



What tech do you need?



“While there are exciting new technologies, having 100 different platforms that each do one thing adds to training and workflows and becomes taxing for employees—and unsustainable for a growing restaurant.”

–**Emma Blecker**, Director of Business Systems, Boqueria

Now that you’ve assessed your current tech, it’s time to identify the tech you truly need moving forward. If you answered no in the worksheet more than you’d like, you may want to add new solutions. If you’ve found you’re paying too much for redundant or low-impact solutions, it may be time to consolidate. And then the big question to ask yourself is, can your current POS provider meet your needs?

Must-haves you want to keep: _____

Solutions that can go or be replaced: _____

New solutions you want to add: _____



Bringing it together with a tech partner that cares



“No matter how tech-savvy your business is, it’s vital to find a tech provider you can trust. When we implemented our SpotOn restaurant POS system, it made a huge difference that we had an actual SpotOn team member on-premise facilitating the transition. It made me feel good to know that there were actual people behind the technology.”

–Amy Zhou, Director of Operations, COTE Korean Steakhouse

Current POS provider

- Onsite implementation & training:
- 24/7/365 in-person support:
- Local account representative:
- Honest pricing with no hidden fees:
- Commission-free online ordering:
- No per-cover reservation booking:
- Integrated labor & scheduling:
- Integrated marketing & loyalty:
- Third-party integrations:

SpotOn

-
-
-
-
-
-
-
-
-

Let’s get in touch

Talk to your SpotOn representative or schedule a demo with our team to see if SpotOn is right for your restaurant.

[Click to request a demo](#)

Or scan this QR code

