



## Case Study



### BOSS HOGG'S RESTAURANT & SALOON

*"I would definitely recommend this system to other restaurants, as I have been very pleased with LRS."*

*– Mandy M. Barber  
Co-Owner  
Boss Hogg's Restaurant*

**INDUSTRY:** Restaurant

**PRODUCTS:**

- Server Paging System

## CLIENT PROFILE

### BOSS HOGG'S RESTAURANT & SALOON

Boss Hogg's Restaurant & Saloon is a family owned restaurant with a western setting, based in Pagosa Springs, Colorado. The casual dining and family-friendly restaurant has been a local favorite for 16 years, with an extensive menu including steaks, burgers, seafood, and a fresh salad bar. The restaurant is open 7 days a week from 11am-10pm, with daily lunch and dinner specials.

## CHALLENGE

Boss Hogg's Restaurant & Saloon had a paging system already in use from another paging systems vendor, but was having a great deal of trouble with the pagers breaking. According to Mandy M. Barber, Co-Owner of Boss Hogg's Restaurant & Saloon, "We wanted to find a better product that was more reliable and user friendly".

## SOLUTION

### System Components:

- 1 – T9601 Transmitter
- 12 – Rechargeable Service Pagers
- 1 – 15 Pager Charger

### System Installation:

The T9601 transmitter was installed in the kitchen. Each server is provided with a service pager.

### System Implementation:

Pagers are assigned to individual servers. When a server's food order is ready, and has been placed in the window, a cook/chef enters their assigned pager number on the T9601 transmitter and presses enter to send a page. The server's pager then vibrates, notifying them. They are given 1-2 minutes to pick up their order before they are paged again.

## RESULTS

### Reliable Paging System

Boss Hogg's Restaurant was experiencing reliability and durability issues when using an LRS competitor's paging system. After switching to LRS' server paging system, Mandy M. Barber, Co-Owner of Boss Hogg's Restaurant & Saloon, comments, "The new pagers are much more reliable. We have plenty of working pagers so the entire staff can have one, even on our busiest nights."

### Improve Staff Efficiency

With the ability to page servers when they are needed, servers are more efficient in handling other tasks. According to Barber, "Efficiency is much better with a paging system".



## Enhance Customer Service

Servers are paged the instant their food order is ready. This allows them to spend more time on the floor with the customer, rather than waiting in the kitchen for their food order. They have the assurance that they will be paged when their order is ready to be picked up.

## Serve Food Fresh

The ability for a chef or cook to page a server to pick up their food order, means that food is not sitting on the counter waiting to be picked up. The system allows a server to be paged again 1-2 minutes after they were first paged, so food can be served fresh, and while it's still hot.

## FUTURE

Pleased with the performance of the new server paging system, Barber states, "I would definitely recommend this system (and already have) to other restaurants, as I have been very pleased with LRS. I will definitely consider replacing our current guest pager system with your system once it stops working."

### Business Benefits

- **Reliable Paging System**
- **Improve Staff Efficiency**
- **Enhance Customer Service**
- **Serve Food Fresh**

