

PROFILE

Name: Yoshi's Enso Japanese Grill
Location: Salt Lake City, UT
Founded: 2001
www.japanesegrill.com

CHALLENGE

Limited by an aging legacy POS system, Yoshi's Enso Japanese Grill struggled to expand operations. As Yoshi's popularity skyrocketed, it needed a smarter system to take its restaurant to new heights.

SOLUTION

Yoshi's embraced Cirra Systems' Tavlo iPad point-of-sale with a kitchen display system (KDS) powered by Epson OmniLink TM-T88Vi intelligent printers to streamline kitchen orders and improve order speed and accuracy.

Great Food On the Move

Yoshi's Japanese Grill Hits the Road with Tavlo iPad POS and Epson's OmniLink KDS Lighting the Way.

Sixteen years ago, Eddee Johansen opened the doors to Yoshi's Enso Japanese Grill in Salt Lake City, Utah, to serve up Asian-inspired cuisine to local residents. Just two years ago, he decided to share the love, taking the same delicious bites on the road, with his wildly-popular food truck bearing the same name. But as his business grew, he became frustrated with the technology he was relying on to run it.

He'd been using a legacy point-of-sale system for many years, and was ready for a change. "Our old system was too complex," Johansen said. "We were spending way too much time programming new menu items and syncing it, and it was so expensive. So we went with an iPad POS that claimed it was made for restaurants, but really, it was made for coffee shops." That system also fell short.

The Secret Sauce

Finally, Johansen came across an ad for an iPad POS system designed specifically for restaurants in the Utah Restaurant Association magazine. And that turned out to be the secret sauce that set his business up for major success.

"I didn't need a system built by a bunch of programmers. I needed a system built by users who know my business," said Johansen. And that's what he got with Tavlo cloud-based iPad POS restaurant management system by Utah-based Cirra



Systems. Jim Ngo, president of Cirra Systems, made Johansen feel at ease right away. "He's been inside our food truck to check on the system, and when we got busy, he started handing out orders. He knows how restaurants work, and he's developed a system that's easy and intuitive." Yoshi's uses the same system in the restaurant and the food truck. "We can train someone in the restaurant and put them in the food truck the next day," he said.

"Epson's KDS works seamlessly with our system. It's simple to install and configure, and the KDS controllers seamlessly parse and drive orders to the kitchen display to enable order bumping."

– JIM NGO, CEO, CIRRA SYSTEMS

Space-constrained food trucks get chaotic during peak times. "Before we had the new system, we wrote down orders and paper floated around inside the truck. The Tavlo POS system we rolled out includes Epson's KDS (kitchen display system), which has helped streamline operations significantly," Johansen told us. Orders are now taken on an iPad or laptop, and sent to the OmniLink TM-T88Vi intelligent printer, which drives a KDS. The system allows Yoshi's to take orders at the window or at

self-order kiosks, and the Epson KDS system keeps the orders in line, so that the first order in is the first order up—every time. “Epson’s KDS works seamlessly with our system,” commented Ngo. “It’s simple to install and configure, and the KDS controllers seamlessly parse and drive orders to the kitchen display to enable order bumping,” he added.



“The Tavlo POS system we rolled out includes Epson’s kitchen display solution, which has helped streamline operations significantly.”

– EDDEE JOHANSEN, OWNER, YOSHI’S ENSO
JAPANESE GRILL

system failed. “That would add up, so we’re glad we don’t have to worry about that chaos anymore,” he said.

Not Slowing His Roll

Yoshi’s operations are on a roll, thanks in part to new and improved technologies from Cirra Systems and Epson. Johansen just purchased his second food truck and has his sights set on expanding the brick-and-mortar business, as well. Recently, his food truck delivered nearly 600 entrées in just four hours. He’s also a big hit for local giants like Delta Airlines, where he averages an order every 30 seconds during the busy lunch hours. “These new technologies have enhanced my business, and allowed us to think bigger,” Johansen said. “Now that we have a trusted technology partner, the sky’s the limit.”

Another perk: the Epson KDS system keeps communications inside the food truck to a minimum, since everyone can see orders on the screen. “More communication means more mistakes. They don’t have to yell out orders anymore, which creates a calmer atmosphere—both inside the truck and out,” said Ngo.

Up In The Air

Since it’s cloud-based, Tavlo menu items can be changed on the fly, ideal for food trucks where menus and prices tend to fluctuate. To keep profits stable, Yoshi’s varies menus for different events, and prices reflect the mark-up needed to cover the venue’s fee (for example, art festivals generally take 20% of sales, while the University of Utah takes 40%). “We can move a menu item or raise prices so easily now. Just 30 seconds, and it’s done!” said Johansen.

“The Tavlo mobile app allows instant menu changes,” commented Ngo. “It also allows you to display new items on a kiosk for fast, self-service ordering.” Johansen likes the kiosk solution at certain venues, especially when some customers know what they want and others aren’t as familiar with the menu. “Kiosk ordering is the future of the restaurant business,” said Johansen. “We’re looking at putting them in our brick-and-mortar space so that regulars can order quickly without waiting behind customers who may have questions,” he said.

Johansen is also relieved that his new system rolls with the punches—without failing in the middle of hectic lunch hours. “When our old system went down, it was epic,” he said. “There was nothing we could do but call tech support and wait. With Tavlo, we just use our backup system or refresh our browser and we’re back online in minutes.” Johansen cares so much about great service that he used to discount orders when his old