



ALOHA RESTAURANT GUARD CASE STUDY Tsunami Sushi Louisiana



LOCATION

Baton Rouge and Lafayette, Louisiana

TECHNOLOGY SOLUTION

- Aloha Table Service POS
- Aloha Stored Value
- Aloha Restaurant Guard
- Radiant POS Hardware Terminals

PARTNER

Computer World, Inc.

BENEFITS

- Confirmed fraudulent activity after just one report
- Caught seven servers who were stealing upwards of \$35,000 annually
- Reduced number of transfer scams occurring in operations
- Utilized reports as training tool to show low and high performance activities

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-Frederick Nonato
Regional Manager, Tsunami Sushi

Tsunami Sushi, a high energy, California-inspired sushi bar with locations in Baton Rouge and Lafayette, Louisiana, serves traditional Japanese cuisine and is the winner of numerous awards, including the Louisiana Restaurant Association's Restaurant of the Year. Tsunami Sushi employs 50 servers, bartenders and cocktail waitresses who serve upwards of 300 guests nightly.

CHALLENGE

As the regional manager at Tsunami Sushi, Frederick Nonato is responsible for running inventory reports at both restaurant locations. Noticing a gradual decline in both sites' income compared to the amount spent on food and products, all signs pointed in the direction that Nonato's employees could be responsible for fraudulent activity.

SOLUTION

Nonato turned to Computer World, his local Aloha point-of-sale provider, who suggested running a sample report of Aloha Restaurant Guard at Tsunami Sushi. Because Aloha Restaurant Guard is an above-store application, Computer World was able to install the module quickly and with no interruption to the restaurant's operations. After just one report, Nonato's suspicions were confirmed. He was able to clearly see the suspicious activities of each employee in real-time, helping him determine dishonest members of his staff. "After taking a closer look, I noticed that some bartenders were reporting tips that were as much as 300 percent of the total bill," says Nonato. "Obviously, there were an overwhelming number of free drinks being given away, and I knew I had to do something about it."

RESULTS

Since the first report, Tsunami Sushi has caught seven employees running various scams in its restaurants. One employee's scam allowed him to avoid tipping out bartenders and sushi chefs, ultimately hurting their salaries and keeping management from reaching sales goals. The combined activities of this server and two others have saved the restaurant over \$35,000 annually. "It's amazing what's transpired since using Aloha Restaurant Guard," says Nonato. "Our food costs and sales improved instantly because of this application." Initially, Tsunami Sushi utilized Aloha Restaurant Guard to catch dishonest employees, but since fraudulent activity has decreased and remained low, management now uses the reports as a training tool to show staff the activities that contribute to both high and low performance levels.



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