



Spices – Westlakes : Shop T129 Westfield West Lakes
111 West Lakes Boulevard, West Lakes SA 5021

Memo

To: Sir/Madam
From: Duc Tran
Of:
Date: 26/04/2005
Pages: 1

Dear Sir / Madam,

We were about to open a new take away diner. From past experiences we knew that we would require an automated POS system that was easy to use and fast!

As we are primarily a take away noodle bar, we needed to make sure that orders came through quickly so that food could be prepared and cooked wouldn't much waiting time for the customer.

With Helecom's touch screen system, not only was it fast and efficient, it was also easy to train new staff on how to use it. Plus, it removed all the errors of pricing and incorrect orders that staff had in the past with manual orders.

As the owner, via weekly reports, it also gave us control of how the business was running.

One of the main benefits has been their support. Whenever we needed them or required a programme change, they would do it. They have yet to let us down.

Regards,

A handwritten signature in black ink, appearing to read "Duc Tran", with a long horizontal flourish extending to the right.

Duc Tran
Spices - WestLakes