

# Castillo Restaurant Gains Efficiency with Solutions from Star Micronics and Sabor



TSP650II BTi Printer

Castillo is a New York City restaurant, offering unique Ecuadorian cuisine with a twist of American, Italian, and South American spices and flavors. Established in Sunset Park fifteen years ago, Castillo is now famously known for their dishes inspired by different geographical locations in Ecuador, including the coast, the Andes Mountains, and the northern border between Ecuador and Columbia. Their authentic Ecuadorian cuisine has gained prevalence in many areas, presenting opportunities for them to acquire two more locations, one in Sunset Park and another in Park Slope.

With their expanding business, Castillo felt their current POS system was unreliable and did not offer the data and analytics needed for sustaining operations. The POS system was dependent on their network's WiFi connection, which caused their printer and cash drawer to cease to function when the internet connection was lost from the router. Castillo also had trouble analyzing the data collected from their POS application. The owners understood data was collected accurately, but the dashboard was difficult to navigate and did not display user-friendly functionality. This dilemma left Castillo challenged to decipher the future of their growing business.

## THE SOLUTION

Star Micronics and Sabor provided Castillo with both hardware and software solutions for the ideal POS system bundle. Star Micronics' TSP650IIBTi receipt printer pairs easily and with Bluetooth connectivity. Castillo no longer had to worry about losing a WiFi connection if the internet went down. The quick and easy-to-use receipt printer includes "Drop-In and Print" paper loading, compact size, a reliable guillotine cutter, and a fast printing speed of 60 receipts per minute. The installation only took about 15 minutes, and training was painless with easy-to-learn tutorials from Sabor's "One on One" support team. Castillo staff members are now confident that they can perform excellent customer service and have a reliable printer during long business hours.

The Star Micronics TSP650IIBTi receipt printer bundled with the Sabor POS software installed on a Microsoft



**CASTILLO**  
RESTAURANT

**End-user:** Castillo Restaurant

**Industry:** Restaurant

**Products:** Sabor POS Software and Star Micronics' TSP650II BTi Printer

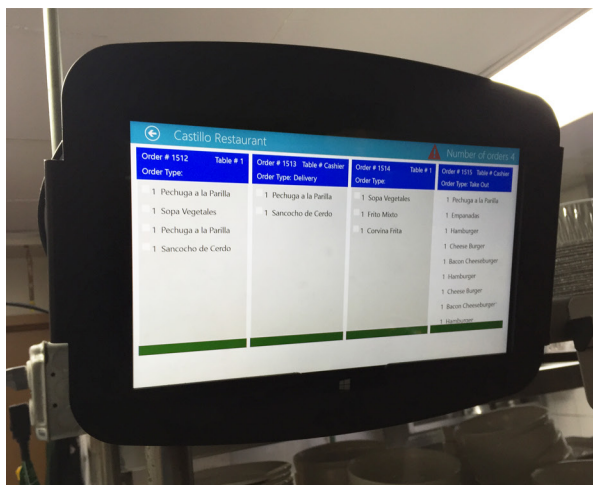
**Solution:** Provide an analysis tool and more reliable POS system for smoother operations.

Surface tablet, created the complete POS system for Castillo. Terminals from First Data allowed the restaurant to accept all major card providers securely and efficiently. The Sabor POS system deciphered the unmanageable data from the old POS system into an organized POS dashboard with easy-to-read reports for simple-to-order analytics and table systems.

## THE RESULT

Reliability and operational efficiency are at the forefront of any restaurant. Employees enjoy the simplicity of the Sabor POS system, which allows them to create tickets, assign tables, and place dine-in or delivery orders with no delay. The restaurant-friendly options make sending orders to the kitchen effortless. Castillo praises the benefits of a cost effective processor, while gaining insightful data analytics such as weekly sales and key performance indicators. Castillo owners are now able to easily manage their multiple locations and understand how each restaurant is performing during day to day operations.

The Bluetooth technology from Star Micronics' TSP650IIBTi receipt printer provided Castillo owners peace of mind. With internet connection or not, they can rely on the printer's Bluetooth connectivity to remain actively paired with the Microsoft Surface tablet, serving more customers and reducing bottlenecks in operations.



*“We are very satisfied with the Sabor POS System. The issues we had with our printer and WiFi are not apparent on this system. Sending orders to the kitchen is no longer a hassle as it was with our older POS system. We like the restaurant features of the new system. They are certainly easy to use with big buttons to identify all the different sections of the software! We strongly recommend Sabor and Star Micronics solutions to other growing business. Everything is working great and I am more than satisfied!”*

– Maria Lema, Owner and General Manager of Castillo