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**The Analysis of Epos (Electronic Point-of Sale) System in  
Posh Café & Resto Medan****Analisis Sistem Epos (Electronic Point-of Sale) di Posh Café  
& Resto Medan**Ericky Benna Perolihin Manurung<sup>1\*</sup>, Jasael Simanullang<sup>1</sup>, Erni Dewi Munthe<sup>1</sup><sup>1</sup> Institut Bisnis Informasi Teknologi dan Bisnis, Universitas Mandiri Bina Prestasi

**Abstract:** Since a long time ago, food service has been social part of human history. The idea of selling food for profit existed as far as earliest civilization. Before transportation emerged, peasants and farmers carried their livestock to the urbanmarket, often they traveled to a vast distance and several days at a time. This was the beginning of restaurant. Nowadays, restaurant is different, it varies from the type of the restaurant, the food style until the way of service. There are variations of restaurant types from fast food restaurant to fine dining restaurant. Writer also explain about the company background based on the internshipprogram. The restaurant that has operated for almost 2 years yet still to excel in maximizing a good and productive restaurant. In this opportunity, writer is interested to understand about the way oservice in a restaurant. Conventionally, taking orders were recorded manually, such as handwritten on a piece of paper or even depend solely in mind. However, within time, technology emerged. To date, there a lot of Point-of Sales system available to be operated by the restaurant. The system has a lot of features and prevents mistakes and errors a conventional way of service might occur. The writer would like to find out the steps of implementing the system, features available, and the usage in day-to-day activities in the restaurant. This final is written based on the writer's experience working in an internship program in Posh Café & Resto for 4 months. The writer expect this project would serve as suggestion and recommendation to the restaurant as well as for readers to find out detailed information about Point-of-Sales system in Posh Café & Resto.

**Abstrak:** Sejak dahulu kala, layanan makanan telah menjadi bagian sosial dari sejarah manusia. Ide menjual makanan untuk mendapat untung sudah ada sejak peradaban paling awal. Sebelum transportasi muncul, petani dan petani membawa ternak mereka ke pasar kota, seringkali mereka melakukan perjalanan jauh dan beberapa hari sekaligus. Ini adalah awal dari restoran. Saat ini, restoran sudah berbeda, mulai dari jenis restoran, gaya makanan hingga cara pelayanannya. Ada variasi jenis restoran dari restoran cepat saji hingga restoran fine dining. Penulis juga menjelaskan tentang latar belakang perusahaan berdasarkan program magang. Restoran yang sudah beroperasi hampir 2 tahun ini masih unggul dalam memaksimalkan restoran yang baik dan produktif. Pada kesempatan ini, penulis tertarik untuk memahami tentang cara pelayanan di restoran. Secara konvensional, pengambilan pesanan dicatat secara manual, seperti ditulis tangan di selembar kertas atau bahkan hanya bergantung pada pikiran. Namun, seiring waktu, teknologi muncul. Sampai saat ini, sudah banyak sistem Point-of Sales yang tersedia untuk dioperasikan oleh restoran tersebut. Sistem ini memiliki banyak fitur dan mencegah kesalahan dan kesalahan yang mungkin terjadi dengan cara layanan konvensional. Penulis ingin mengetahui langkah-langkah penerapan sistem, fitur-fitur yang tersedia, dan penggunaannya dalam kegiatan sehari-hari di restoran. Tugas akhir ini ditulis berdasarkan pengalaman penulis bekerja dalam program magang di Posh Café & Resto selama 4 bulan. Penulis berharap proyek ini dapat dijadikan sebagai saran dan rekomendasi kepada restoran serta bagi pembaca untuk mengetahui secara detail informasi tentang sistem Point-of-Sales di Posh Café & Resto.

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## INTRODUCTION

The hospitality industry includes the hotel and motel, or lodging, trade. As defined by the Council on Hotel, Restaurant and Institutional Education, it also includes food services, recreation services, and tourism. The hospitality industry provides accommodations, meals, and personal services for both the traveling public and permanent residents. Food and Beverage services have never left the hospitality industry. It has become an essential products and even become one of the industry itself. The services are not just limited to the process of selling meals people consume, but amore complete features such as, serving, varieties of menu, food appearance, and table service. These services were done in the simplest way there is in the past; full manual control. To date, with advancement of technology, people invented software and systems to assist human activities. Works that used to require a handful of employees could be replaced with just a press of a button. Technologies are present to simplify human works and prevent errors. In the food and beverage services, technology serves a big advantage in maximizing the efficiency of productions. It takes only one tiny space to control the whole operation of a food and beverage services. According to John R. Walker in his book *Restaurant; from concept to operation*, he stated that, "By now, restaurateurs know that having a good point-of-sale system is essential to their business operations."

Posh Café & Resto is one of the most popular café in Medan. They serves all types of food, from western cuisine to local favorites. The restaurant could hold up to 50 people at a time with approximately 10-20 tables. Posh Café & Resto is known for its delicacies and good service. The writer found out that the restaurant had recently switched their EPOS (Electronic Point of Sales) system. EPOS system improves the restaurant productivity significantly. Back in the days where technology has not emerged, restaurants uses full manual control of food and beverage operation. The full manual control of a food and beverage operation would be costly, timeconsuming, and data produced would frequently be far too late for meaningful management action to take place. Until today, manual system providing a restricted amount of basic data is still widely used in small and medium size restaurant units. Common problems involved and included in day to day operational problems of a manual system are the followings; poor handwriting by waiting staff resulting in incorrect order given to the kitchen or dispense bar, wrong food being offered to the customer, incorrect prices being charged to the customer and poorly presented bill for the customer, communication between departments such as the restaurant, kitchen and cashiers has to be done physically by the waiting staff going to various departments. This is not only timeconsuming but inefficient. Although it was quite an investment for the restaurant, but along the way EPOS system has increased cost efficiency to the restaurant. This is the reason why the writer was interested to find out behind the EPOS functionalities, the implementation process and how it operates.

## LITERATURE REVIEW

**Definition, Role and Function of Point-of-sales (POS) System.** POS Systems, more commonly known as point of sale systems, are devices that track any and all transactions that are processed at the "point of sale." Originally used as a cash register, POS systems have roots dating back as far as the late 1800s. The POS acts as a cash register as well as a computer. In fact, the POS can consist of multiple stations, including credit card terminals, receipt printers, display screens, hostess stations and server stations. Having a POS system in place can add convenience, accuracy and save time in busy situations.

**History of Early POS Systems.** The early electronic cash registers (ECR) were programmed and developed in proprietary software and were limited in functions and communications capability. In 1973 August, IBM announced the 3650 and 3660 Store Systems that were, in essence - a mainframe computer packaged as a store back end that could control 128 IBM 3653/3663 Point of Sale Registers. This system was the first commercial use of client-server technology, peer-to-peer communications, Local Area Network (LAN) simultaneous backup, and remote initialization. By mid-1974, the system was installed in Pathmark Stores in New Jersey and Dillards Department Stores. The programmability of

such systems allowed retailers to be more creative. In 1979, Gene Mosher's Old Canal Cafe in Syracuse, New York was using Point of Sale Software written by Mosher that operated on an Apple II to receive customer orders at the restaurant's front entrance then print the complete preparation details in the kitchen. With such process in place, customers would often proceed to their tables to find their food already waiting for them. The software also included real time labor and food cost reports. In 1985, Mosher introduced the first color touch-screen driven POS interface. This software operated on the Atari ST, which was the world's first consumer-level color graphic computer.

By the end of the 20th Century, Mosher's promotion of this unpatented software paradigm had led to its worldwide adoption by many cash register manufacturers and other Point of Sale Software developers as the de facto standard for POS Software Systems. Fast forward to now, most of the major retailer and even the small "mom and pop" shops or the world use Point of Sale Software/Systems.

**Features of Point-of-sales (POS) System.** Point of Sale Systems have truly revolutionized the restaurant industry. It is most evident in fast food franchises. The chains make use of systems that generally use TCP/IP to network all of their POS Stations into a centralized mainframe server. Most of the POS Systems being used these days are made up of a touchscreen display, which helps speed up the whole order-taking process. The accuracy of these systems have helped decrease the time taken to serve and increase the efficiency of the order process. In fact, it has the ability to perform a multitude of functions, including the following: 1) Create menu items that can be sold at different prices at different times in different outlets. 2) Create modifiers that can or must be applied to individual menu items. 3) Allow menu items to be grouped together into combinations with a single price. 4) Define a default kitchen/bar printer where orders for each menu item will be routed, plus a secondary printer in case the first is unavailable. 5) Allow some ordered items to be held back for printing in the kitchen at a later time, either automatically after a predetermined interval or manually when the server judges that the timing is right. 6) Maintain and display to all servers a current total of significant menu items in short supply, such as daily specials, counting down the number available as they are ordered. 7) Provide for the simple, rapid entry of quick-service items such as coffee or bar drinks. 8) Provide a simple way of re-ordering a round of drinks. 9) Allow for the ordering of off-menu items, with preparation instructions.

## METHODOLOGY

**Research Design.** The research process conducted under this title is to achieve a better understanding of a specific subject, instead of the thin layer that covers a large sample of population. In this research, the writer will be using qualitative and descriptive method. The result is presented in descriptive information in qualitative figure. Qualitative research method includes interview and observation and data is collected with field research. Triangulation will be used in this research, since triangulation method often used to compare two or more sources, the author will utilize data from both interview and observation. Wiersma (in Sugiono, 2008:464) stated that "triangulation is a qualitative cross-validation. It assesses the sufficiency of the data according to the convergence of multiple data sources or multiple data collection procedures".

**Research Object.** Library research is based on theories or opinions by experts that is contained in literature, books, newspaper, magazines, journals and other sources which are connected with the research. Library research will be a theoretical foundation for the writer to support the field research and assist the writer to develop a good understanding of the secondary literature sources.

**Field Research.** Field research is based on data obtained during the writer's internship experience and engages a range of well-defined methods:

**Interview.** According to Bungin (2010:108), "Interview is a process to obtain information for the research purposes through question and answer between the interviewer and interviewee, with or without the interview guide". The writer talks and enquires questions directly to employees whom are experienced and expert on the particular subject. The writer will interview the supervisor and the waiter.

**Observation.** The writer conducts an observation in the field, inspects the surroundings and environments, and analyzes the activities in Posh Café & Resto. Triangulation will then utilize to process

between the data from the interviews with the vast information the writer perceived during his observation.

## RESULT

EPOS system in POSH Café & Resto Medan, which is as follows:

EPOS system works very well in assisting the employee productivity. To mention, these are several of the functions that improves productivity: 1) Provide a simpler way of the menu servings. 2) Provide a triplicate copy printed on individually placed printer for each departments; kitchen, cashier, service station. 3) Maintain and display accurate report of daily, monthly and annual sales. 4) Automatically adds additional charges such as VAT and discounts. 5) Allow for viewing the layout of the restaurants and occupied tables.

Employees get used to with the EPOS system after a couple weeks. They feel that this system saves their time from travelling from one section to another, such as from the guest tables to the kitchen, which traditionally would exhaust the staff and waste a lot of time.

Owner confirmed how easy it was to setup every component of the system without any problems that may disrupt the installation.

Although cable management is one of the complicated process, however owner managed to properly connects all sections system accordingly and safely.

There are a lot of POS system developer in the market. However, this system can and has to adapt to every circumstances and demands each restaurant has. Since every restaurant has its own procedures and requirements, some features may exist in one restaurant, but less useful in another restaurant.

The triplicate copy in the kitchen will print accordingly to the timeline. This saves the chef from confusion of many pending orders while preparing foods with so little time to prepare.

Every days and monthly staff are responsible in submitting sales report to their managers. They now simply print the report available from the EPOS system to later submit to their supervisor/manager.

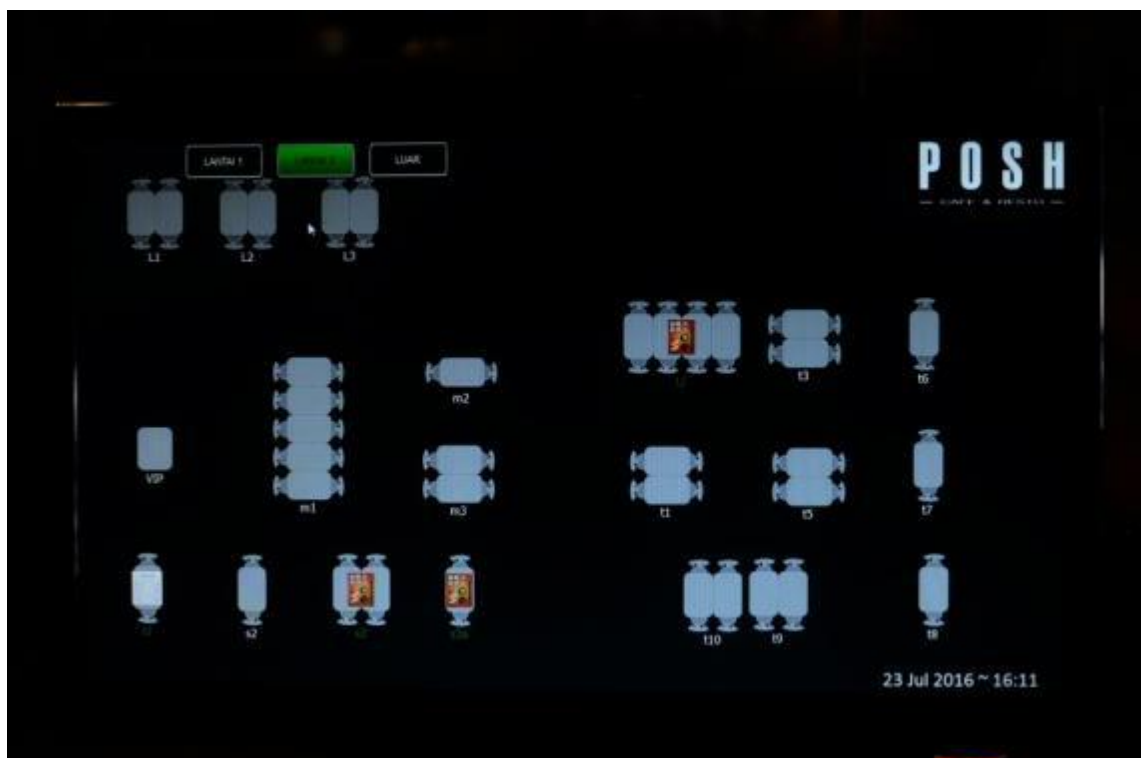
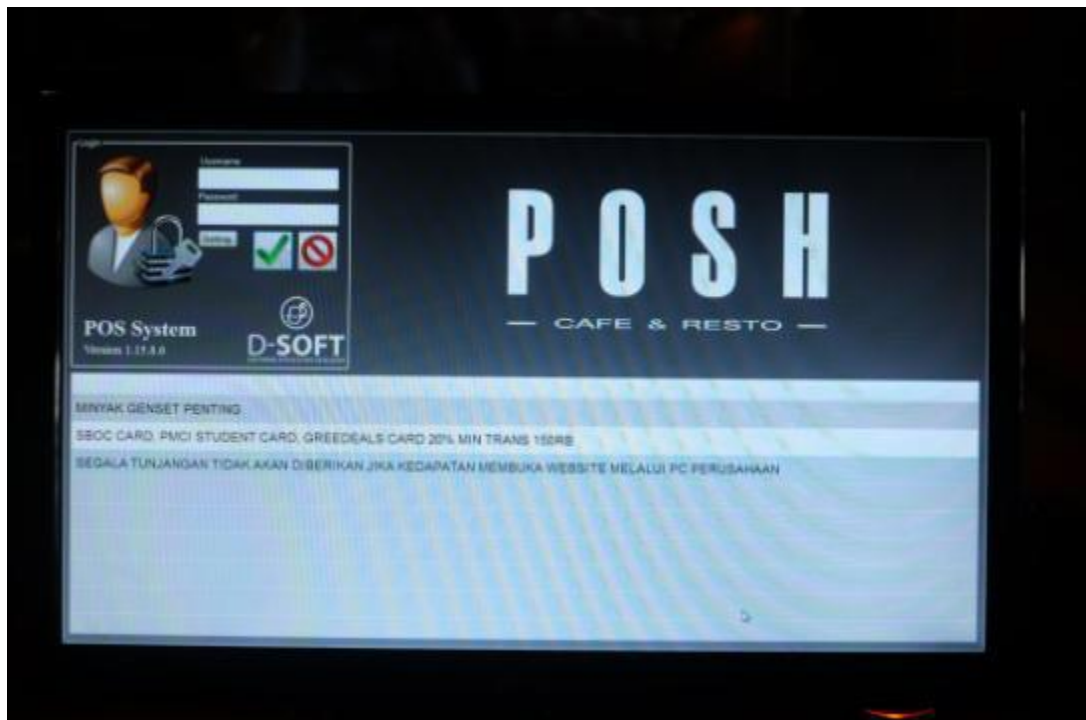
Employees also said that they don't have to record everything the guest ordered, once been inputted into the EPOS system, it will automatically record and sum up the final amount then print a check copy for the guest to view and pay for their meals.

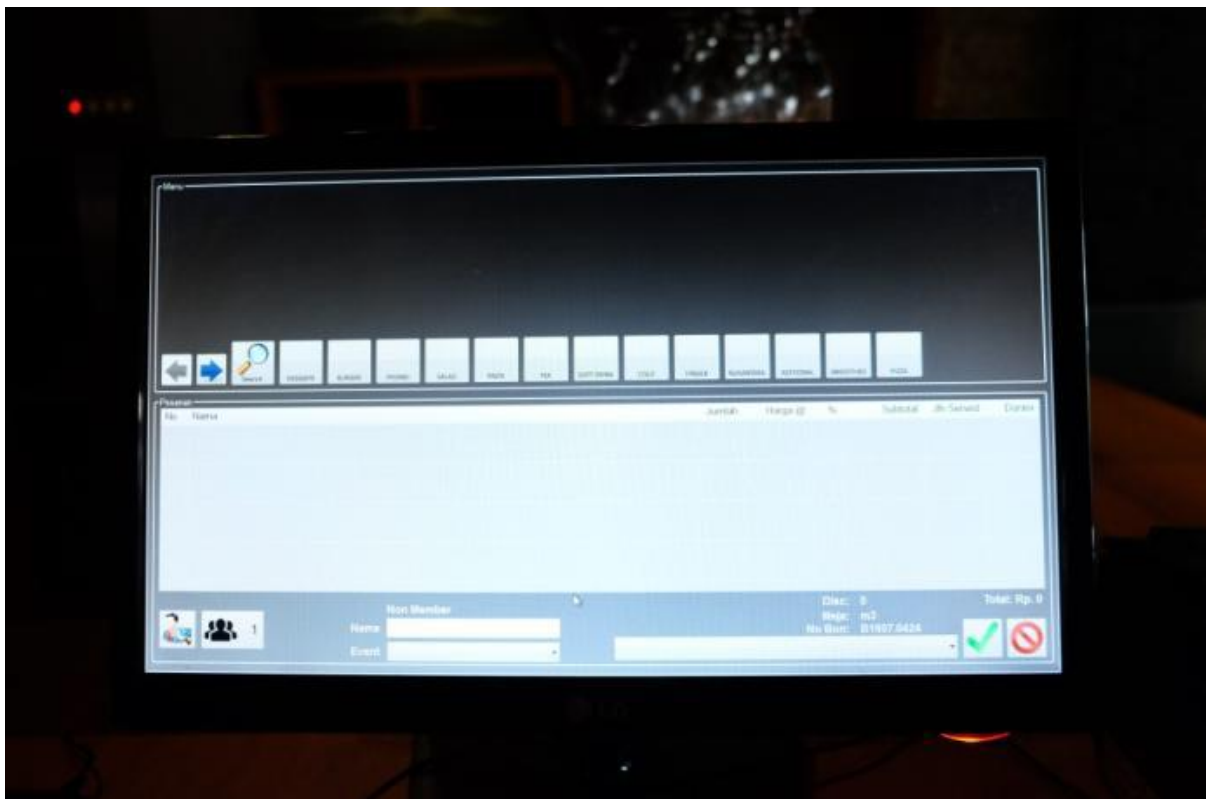
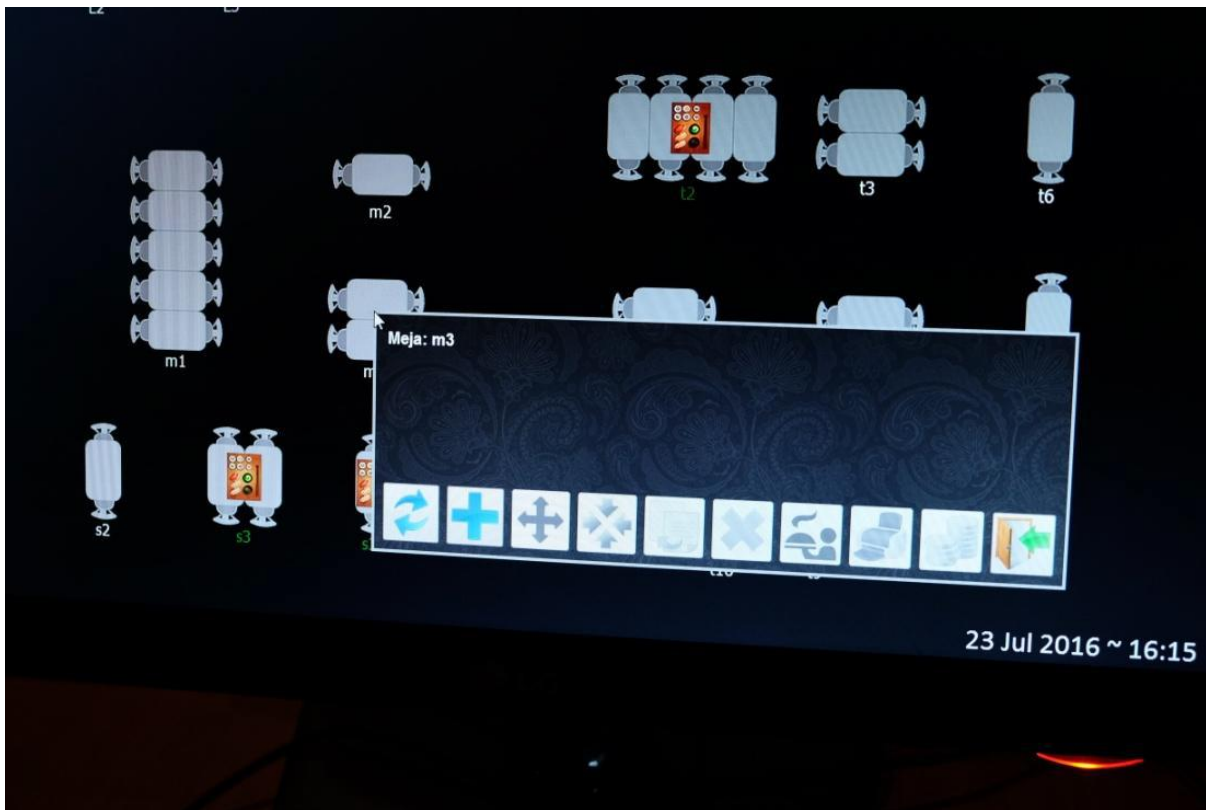
The staff explained how easy they are in order to sit their guest i any table without having to physically check the availability of tables in the restaurant, since with the EPOS system, staff are able to view the layout of the restaurants along with vacant tables.

## DISCUSSION

### POS Operation Simulation

**Logging in.** When POS system first turned on, it will show the login page where staff such as Cashier, Waiter and Admin can log into the program. For payment clearance and reports, a cashier account would be needed to access the restaurant's sales report and open/close a transaction. For menu ordering, additional menu request would need the Waiter account's to access the layout and menu of the restaurant. Admin Account can access the full features of the program, view the daily/monthly/annually sales report and customize the restaurant's layout and menus. In the first page of the login screen, special feature of this particular POS is that it can show notes from the restaurant special discount, upcoming event and messages from the supervisor/manager.





## CONCLUSIONS

There are a lot of receptionist tools used in the F&B industry, one of the most useful ones would be the EPOS system. EPOS system is very little-known system yet very big impact in the F&B industry. Although the implementation usually takes a large amount of costs, the result is simply worth the penny. Implementing EPOS requires a lot of components and equipment, however once the restaurant managed to successfully install the system properly, it is likely to fail or err in day-to-day business routine. EPOS system will guarantee to improve the productivity of a restaurant, especially the service sequence. It takes such little

space of the restaurant but control and maintain the whole area of the restaurant. This system does not only benefit the owner of the restaurant; with more accurate sales report, record every single transactions, etc, but also the employees. EPOS eases staff's works with a ton of features, the system records and remembers all orders made by the guests and made the payment less complicated. It minimizes error in human operation like calculating the wrong amount of charges to the guest's bill which will result in discrepancy and loss for the restaurant business. There was a popular saying, "A happy employee is a happy customer". EPOS system simply adds a lot of advantages in a restaurant. New employed staff are also aided with easy to digest user interface of the system which in result relieved their pressure to mistakenly understood or inputted wrong information to the system. With frequent usage, usage in daily activities, staff can improved to master the system without any hesitation to operate the system. In result, staff are more focused with the energy to serve better instead of pressurized to work efficiently between offering best service with high working performance. The writer recommends every restaurateurs should and must implement EPOS system to their restaurants.

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