

Coast Guard House Serves Up Local Seafood Leveraging POS Technology from Toshiba and POSitouch

Established in the 1940's, Coast Guard House Restaurant is revered as a "must visit" dining destination for its locally harvested seafood and historic heritage. The original building, constructed in the late 1800's as the United States Life Saving Service, now known as the US Coast Guard, has a rich history built on strength. Having served customers for 75 years, the Coast Guard House Restaurant has withstood not just the challenges of the fiercely competitive restaurant sector, but also grueling coastal storms.

After being closed for nearly two years due to Hurricane Sandy, this destination restaurant, situated on the stunning historic Narragansett Bay in Rhode Island, is open once again to serve the coastal community. It's complete with a refreshed menu, revamped lounge and dining room and a renewed commitment to provide an unforgettable dining experience to locals and coastal visitors.

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"During our peak season, Memorial Day through Columbus Day, we typically serve 200,000 diners using POS solutions from Toshiba and POSitouch,"

—Bob Leonard, Co-owner, Coast Guard House.



The Focus Stays on the Customer

The total restoration of Coast Guard House Restaurant created an opportunity for management to modernize the historic restaurant. This included a new centrally located bar, a renovated canopy deck and an upper outside deck situated atop ocean waves for capturing the ocean's most unforgettable views. A pleasant dining experience, however, doesn't just mean unforgettable views ---- having a superior customer focus is key to achieve repeat business. Coast Guard House prided itself on its regular local patrons, in addition to seasonal visitors, so with efforts towards renovating the restaurant's exteriors and its interior management, they turned to POSitouch, a business partner of Toshiba Global Commerce Solutions, to lend their expertise in Point of Sale (POS) software and Toshiba hardware.

“Having durable and reliable solutions from a global leader in hardware, coupled with an industry leader in food service software, ensures that our staff can concentrate on delivering the high quality food, beverages and more importantly, the service that generations of families, both local and far away, rely on year-round when visiting Coast Guard House.”

—Bob Leonard, Co-owner, Coast Guard House



The Need for Flexible Systems

Given the salt air waterfront location and open dining areas, Coast Guard House installed 16 retail-hardened Toshiba SurePOS 500 terminals, along with displays and printers, which would run POSitouch's POS software, operating efficiently under the elements. The SurePOS 500's easy-to-use advanced touch screen technology, offering tilt, touch, and non-glare capabilities, combined with POSitouch's Windows-based open architecture software, give Coast Guard House the flexibility of customizing the POS technology to each specific space. Outdoor deck SurePOS terminals were also fit with special cases to withstand the salt and mist. The paperless kitchen set-up utilizes touch screen wall-mount systems to accommodate a limited space, providing real-time access to all orders, including last minute item changes and personalized customer requests. The POSitouch software also allows sharing of wall-mounted printers across the dining area terminals, for further space-savings.

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