

Servicing the Local Community

Located only two minutes from Ramsgate Beach, the Ramsgate RSL has 18,000 members and actively supports many sporting organisations as well as community groups and charities both directly within the local area, as well as those who support the wider community. The club is a local landmark and community club for dining, celebrating, lounging and enjoying life by the sea.

Ramsgate RSL operates 7 days a week, and staff are kept busy across 2 restaurants and 5 bars, with food available every day for snacks, lunch and dinner. The club also has function facilities for events for up to 250 people, from corporate meetings to cocktail parties or buffets to sit-down dinners.

A Smooth Transition

When the club decided to update its POS system, a tender process was undertaken to select a new system that suited the needs of the club both now and into the future. Installation and support of the system was an important part of the selection process, to ensure there would be minimal disruption to operations.

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At the start of the implementation process, the MSL professional services team partnered with Ramsgate RSL’s in-house team to understand the business requirements and desired outcomes. A customised implementation plan was designed to suit the needs of Ramsgate RSL based on proven project implementation methodology and governance processes. Several key things were put in place to make the transition as smooth as possible. With operations continuing 7 days a week, the switch over to the new POS system needed to be done during trading hours. A combination of early delivery of the new POS hardware, remote configuration of some software and having the MSL implementation team onsite to deliver training and final installation of the POS system was chosen as the most seamless way to run the upgrade.

All the new POS hardware was ordered and delivered well before the go live date. POS terminals and accessories were setup on site in advance to the switch over and staff were encouraged to familiarise themselves with the new equipment before the go live.

In person training was conducted with all staff. It was noted in advance by the onsite delivery team at Ramsgate RSL that some staff were worried about the change over to the new POS technology. In-depth training prior to the new system coming online helped eliminated staff anxiety. The switch over to the new system was managed across a week, starting on Monday, which is the quietest day for the club. MSL implementation staff were onsite during lunch and dinner service each day during the week and were able to identify and fix any issues immediately. This meant there was no disruption to service delivery especially during busy times in the restaurants.

“Having the MSL team onsite during the first week of the new POS system being installed meant that we had experts on site to answer questions and work with us to immediately fix any issues,” said Sean Dean, Facility Manager, Ramsgate RSL. “It freed me up to move between our 5 bars, to troubleshoot where required and to see how staff were using the POS system. We were able to make changes as we went to improve how we used the new system. The MSL project delivery team far exceeded our expectations.”

Customised Implementation Plan Delivers Results

Taking time to plan the switch over to the new POS system and having the MSL implementation team onsite to assist delivered a seamless result. An additional benefit of this approach was that the team at Ramsgate RSL had time to address issues in the first few days of going live, to understand, review and optimise how the POS system operated.

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