



Once their request is completed, your customers simply “check out” and receive an automated confirmation in their email in-box.

NetCatering works hand-in-glove with EventMaster®, CBORD®’s full-featured back-of-house catering management and billing system that provides comprehensive production and operations reporting, contact management and automated correspondence, event costing and billing, and other powerful, easy-to-use capabilities to help simplify and streamline your catering operation.

For Healthcare Facilities

Catering- Cut Costs, Boost Revenues, and Improve Service

NetCatering® lets your internal customers submit catering, equipment, and meeting-room reservation requests easily over the web. By replacing the phone call, email, and fax with a structured web-based ordering system, you reduce the cost of service, improve efficiency, and provide timely information to your customers and staff. Additionally, with NetCatering you can streamline the ordering and room reservation processes, decrease last minute and nonstandard requests, and give your customers the convenience of being able to check availability and place orders 24 hours a day, 7 days a week.

How it Works

NetCatering uses a familiar shopping-cart motif with some important extras! Your customers simply log in, find an available meeting room, then browse and select from your catering menu offerings. Depending on how you do business, customers can order items either à la carte or by using your standardized food and beverage packages (including all the necessary choices for add-ons and other options).

NetCatering Features

- **Dedicated 24/7 telephone support**
- **Web-based support and training**
- **Advanced online help systems and guides**
- **Database development services to help you get up and running quickly**

Features & Benefits

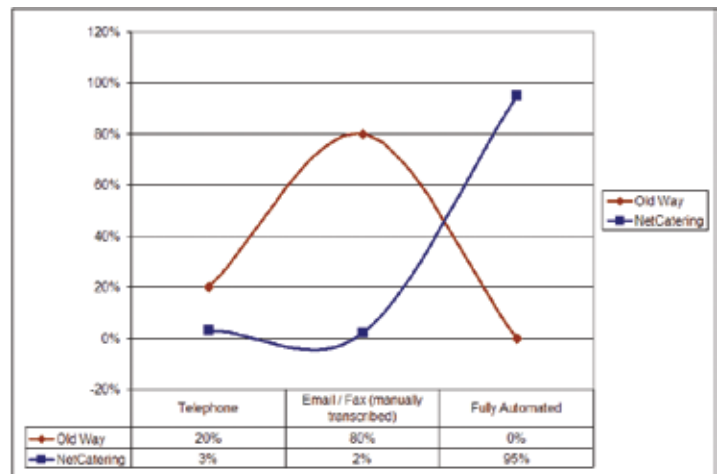
- Easily configurable web pages (logos, contact links, etc.).
- Support for multi-site enterprises.
- Per-person, per-item, and bundled food and beverage pricing models.
- “Packages” (or bundled food and beverage offerings) simplify and standardize orders, yet provide all the accurate details needed by the catering department to provide efficient and cost-effective service.
- Maximizes meeting space utilization by optionally limiting which rooms are shown based on the number of guests or other special room attributes.
- Displays pictures and extended descriptions of your items, eliminating unnecessary phone calls.
- Automatic calculation of order totals, including taxes, gratuities, and service charges, means no surprises.
- Configurable cutoff times reduce last-minute “emergency orders.”
- As part of the Foodservice Suite®, NetCatering is fully integrated with CBORD’s catering, calendar, inventory, purchasing, nutrition, and production modules.
- Integrated login means no new passwords for your customers to remember, while delivering robust security.
- Optional General Ledger interfaces (stock or customized) reduce billing time and ensure complete and timely payments.

NetCatering Process Overview

- System automatically sends your customers a customizable welcome email with login credentials and a link to your NetCatering site.
- Customers log into system and find available meeting

spaces (pickups and drop-offs also supported), then select their food, beverage, and equipment needs.

- Customers then check out, confirming the details of their order.
- Catering department optionally reviews the orders as they come in and approves, modifies, or rejects them.
- System sends the customers a confirmation email with complete information for their order and provides a link back to their online receipt.
- Catering department fulfills the order, and submits the billing (using built-in reporting or optional electronic interfaces).



Efficiency improvements through NetCatering automation (case study)

Foodservice Suite Works Seamlessly with NetCatering

Foodservice Suite (FSS) provides the management tools needed to improve margins, re-energize service, and increase customer satisfaction. All modules of FSS work together seamlessly to automate your operation. The system is scalable—choose just the features that meet your needs, build from this core solution, and add additional capabilities later. Features include menus, recipes, food production, nutritional accounting, purchasing, inventory management, and wireless handheld inventory.

CBORD, EventMaster, NetCatering, and Foodservice Suite are registered trademarks of The CBORD Group, Inc.

