

eView Technologies' security products feed food service industry protection



## Food Service Security



"eView Manage boosts our safety, security and customer service"

I am a Happy Customer...™

### Organization:

Italian Pie

### Industry:

Food Service

### Product:

eView Manager

### Application:

Food Service Security

#### Customer Needs

Italian Pie, one of many practitioners of modern foodservice must deal with emerging security concerns, such as bioterrorism and workplace violence, in addition to the traditional concerns of protecting cash receipts and property. Additionally, they must provide safety for customers, employees, and industry support personnel.

Italian Pie was particularly interested in improving overall customer and personnel safety, maintain and increase Customer Satisfaction Index (CSI), proper food handling procedures while deterring possible shrinkage loss or theft. Proper food handling measures are identified in the U.S. Food and Drug Administration (FDA) - Food Security Preventive Measures Guidance. This guidance is intended to minimize the risk that food will be subject to tampering or other malicious, criminal, or terrorist actions. Having a surveillance system in place acts as a deterrent to individuals bent on causing harm or illness to customers or the general population.

#### Benefits:

- Provides customers/employees a sense of well being
- Able to easily monitor register and payment area for accuracy in conducting customer transactions
- The shortage in cash register receipts subsided shortly after the camera installation
- Improved the effectiveness of their restaurant's customer service
- Customer greetings, line monitoring, restaurant signage, employee procedures, and other operational aspects of running the restaurant can be monitored and recorded for training and evaluation purposes
- Combating staff discipline and honesty
- Monitor activities of staff, to save time, labor and other overhead costs
- Assist in many cases in providing the circumstances behind a litigation claim
- Can utilize cameras to monitor loading and unloading operations, entrances and exits (including fire exits, storage areas, entry points, and parking areas)

#### The eView Solution

eView Technologies implemented a security solution for Italian Pie that provides surveillance of the cash handling, dining, food preparation areas, and entrances. All camera video is recorded and stored, enabling live or playback observation of the location. Camera video can be monitored locally, or remotely via Internet, thereby allowing Italian Pie management the flexibility to observe activities at the restaurant at any time.

In addition to providing security, the food service industry is using eView Technologies' surveillance systems to improve their customer service. Management can observe events, such as customer wait times, kitchen staff food preparation procedures, and wait staff check handling and use the recorded video as a re-training tool.

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