



# POSitive Thinking

January 2009



## Special Report

### *Radiant Hardware Maintenance Promo*



As we're sure many of you already know, Radiant offers extended warranties on all their hardware which we pass along to our customers. Currently, you have the option to extend your Radiant hardware and software up to an additional 4 years! Something, you may not have been aware of, is for any system failure, Radiant provides **FULL UNIT REPLACEMENT** as opposed to individual component replacement resulting in faster return to service, lower total cost of ownership and a reduced chance of future failures. Radiant has just offered a special Promo, until March 2009, which will allow customers put their out of warranty equipment back under maintenance. The hardware can not be more than one-year out of maintenance. For more warranty information feel free to call Erin at 570.743.8210 ext 109 or email her at [Erin@scrpos.net](mailto:Erin@scrpos.net).

## For Your Interest

### *SCR Tech's Certified for 2009!*



We are proud to announce that Erin, Chris, Mark, Matt, Mike, Nick & Yves have once again successfully completed their Aloha/Radiant certifications! In order to become certified, each technician is expected to attend at least 10 training classes/webinars and pass the associated tests with an 80% or higher. We at SCR are constantly striving to improve our customer service and provide you with the highest level of support. We feel taking these classes are our way to better serve as your business partner!

## Industry News



### *We're still eating out*

Suntimes.com Article, 11/6/08

They don't call it comfort food for nothing. Many Americans still have an appetite for eating out, despite the shaky economy and rising costs, a new Zagat survey of the nation's top restaurants found. In fact, 83 percent of diners surveyed said they're eating out as often -- if not more -- than they were two years ago. But a third say they're paying more attention to prices, and 40 percent are cutting back on appetizers, dessert and booze, the survey found. In Chicago, the average restaurant tab now totals \$35.17 -- up 4.2 percent in two years. That's not as bad as Las Vegas, where dinner out averages \$44.44, or New York, at \$40.78.

Responding to the pain diners are feeling:

\* SushiSamba Rio, 504 N. Wells, has started offering a three-course "recession menu. For \$35, you pick an appetizer -- say, Kobe beef with a ponzu gelee, which costs \$15 alone -- an entree and a dessert. Bought separately, the three-course meal would average \$48, the restaurant's Jim Lee says.

\* At R.J. Grunt's, 2056 N. Lincoln Park West, the "Temperature Soup" has become the "Economy Soup," with the price of a cup based on what the Dow Jones industrial average closed at the previous day divided by 10,000.

\* Adobo Grill's just launched an "economy buster" lunch menu at its Lombard location: three tacos -- your choice of filling, rice and beans, a margarita and churros with Mexican hot chocolate, all for \$20. "Every restaurant is suffering right now with this economy," says Adobo Grill chef Freddy Sanchez, who has also started offering \$1 tacos and \$3 appetizers from 4 to 6 p.m. weekdays at the restaurant's Wicker Park location. "We're just trying to get people in the door."

## Did You Know?



**64%** of Family Dining operators have a website.

**48%** of Adults who use the internet visit a restaurant's website before eating there.

**6.1%** of annual sales at fine dining restaurants come from gift card and gift certificate sales.

**61%** of QS operators said the breakfast represents a larger proportion of their total sales than it did two years ago.

**62%** of adults said they likely would choose a restaurant based on its environmental friendliness.

## Tips from the Pro

Rule of thumb: You should keep a backup of your data off premises. Call SCR to talk about our storage suggestions!



## Join the Email Crowd



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