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To Whom It May Concern:

I have worked with David Putz of Total Register Systems for many years now. I cannot praise David enough for his knowledge and help with all of our POS needs. We are an Italian specialty food store as well as a Deli and a full service restaurant, so our needs are quite specialized and varied. David has always been there to help us figure out a solution for each unique situation that pops up. He is the “go-to” guy for anything with Restaurant Manager. If he does not know the answer he contacts ASI until he has one, or in one of our situations, actually helps uncover the programming issue.

We have upgraded a few times and David is always there to train and answer questions. The installations have gone very well because David will download and monitor upgrades remotely in the middle of the night to avoid any interruption of our daily operations. He will then be here first thing in the morning to implement and monitor the upgrade as well as train the staff.

On the occasion that something does go wrong, David has taken calls from us on weekends and vacations and will drop everything to help us solve the issue – whether it is hardware or software. I have been so thankful for his responsiveness, especially on the weekends when he knows that we are so dependent on a smooth running system for our busiest days.

We have also been happy with Restaurant Manager. It meets our unique needs and provides good reporting. It is a stable program that is flexible as well as economical, which is so important in the restaurant business. The Back Office is easy to use and managers are happy to find that prices, descriptions and POS buttons are easy to change. We can also track sales, discounts, deletions, no-sales, and much more with the reporting module.

In conclusion, we could not be happier with David. His knowledge and dedication to customer service are remarkable and helps make a great POS system, Restaurant Manager, even better!

Sincerely,

Debby Swinney  
Office Manager  
Broders' Cucina Italiana & Broders' Pasta Bar