

Everything you need to ask your hospitality software vendor

We've simplified the tech buying process for you, by collating all the questions from our Hospitality Software Buyers Guide into a vendor scorecard, so you can mark the answers down and rank vendors against one another.



How will the tech increase efficiency and decrease complexity?

Q1. How many separate manual updates will it take to make menu changes to one item across all channels and different sites?				
Vendor 1	1	2-5	6-9	10+
Vendor 2	1	2-5	6-9	10+
Q2. How many hours per day and week will you need to dedicate to making changes across menus? What is the exponential impact of this on a monthly basis?				
Vendor 1	Hours per day	Hours per week		
	Monthly impact			
Vendor 2	Hours per day	Hours per week		
	Monthly impact			
Q3. Can the team snooze specific order channels when they need some breathing room?				
Vendor 1	Yes	No	Do not know	
Vendor 2	Yes	No	Do not know	
Q4. Can they use the tech to operate with separate kitchen stations without getting overwhelmed?				
Vendor 1	Yes	No	Do not know	
Vendor 2	Yes	No	Do not know	
Q5. Can the team handle increased orders and still deliver the perfect order, every time?				
Vendor 1	Yes	No	Do not know	
Vendor 2	Yes	No	Do not know	

How will the tech help increase revenue and growth across channels?

Q1. How quickly can new channels, locations and brands be added to the operation and set live?				
Vendor 1	Minutes	Hours	Days	Weeks
Vendor 2	Minutes	Hours	Days	Weeks
Q2. How much work will it require to ensure each new channel reflects the character and branding of the business?				
Vendor 1	Minutes	Hours	Days	Weeks
Vendor 2	Minutes	Hours	Days	Weeks
Q3. Do new channels need to be built from scratch each time?				
Vendor 1	Yes	No	Do not know	
Vendor 2	Yes	No	Do not know	
Q4. Is it possible to manage menus efficiently to take advantage of menu design that will boost profitable items?				
Vendor 1	Yes	No	Do not know	
Vendor 2	Yes	No	Do not know	
Q5. Is it easy to build reports that reflect the entire operation, and identify sales trends that help increase revenue?				
Vendor 1	Yes	No	Do not know	
Vendor 2	Yes	No	Do not know	

How will the tech make your operation more robust and reliable?

Q1. How many separate point solutions are responsible for keeping the entire operation running?				
Vendor 1	1	2-5	6-9	10+
Vendor 2	1	2-5	6-9	10+
Q2. How much uptime is each point solution provider committing to, and how much potential downtime does that add up to across the entire operation per year?				
Vendor 1	Uptime		Downtime	
Vendor 2	Uptime		Downtime	
Q3. Will the tech help the operation thrive and grow in the face of headwinds?				
Vendor 1	Yes	No	Do not know	
Vendor 2	Yes	No	Do not know	
Q4. Does the tech empower fast decisions and quick changes to keep up with industry shifts?				
Vendor 1	Yes	No	Do not know	
Vendor 2	Yes	No	Do not know	

How will the tech empower data-driven business decisions?

Q1. Will there be a single source of truth for all sales data?

Vendor 1	Description
----------	-------------

Vendor 2	Description
----------	-------------

Q2. How long will it take to consolidate data from across all the channels and locations into one report?

Vendor 1	Minutes	Hours	Days	Weeks
----------	---------	-------	------	-------

Vendor 2	Minutes	Hours	Days	Weeks
----------	---------	-------	------	-------

Q3. Are the reports easy for everyone across the operation to access and understand so data can drive the business?

Vendor 1	Yes	No	N/A
----------	-----	----	-----

Vendor 2	Yes	No	N/A
----------	-----	----	-----

How will the tech take the pressure off your labour model?

Q1. How many different systems will new starters have to learn?				
Vendor 1	1	2-5	6-9	10+
Vendor 2	1	2-5	6-9	10+
Q2. How easy is the training process to get fully up to speed on each system?				
Vendor 1	Easy	Normal	Difficult	
Vendor 2	Easy	Normal	Difficult	
Q3. How much time do supervising staff dedicate to training on complicated systems?				
Vendor 1	Minutes	Hours	Days	Weeks
Vendor 2	Minutes	Hours	Days	Weeks
Q4. Are you able to redeploy staff to help out in the kitchen at peak without losing throughput or disrupting customer experience?				
Vendor 1	Yes	No	Do not know	
Vendor 2	Yes	No	Do not know	

How will the tech scale and develop with your business?

Q1. Will the provider go the extra mile to fix specific problems in your operation?				
Vendor 1		Yes	No	Do not know
Vendor 2		Yes	No	Do not know
Q2. How quickly can your tech launch new order channels?				
Vendor 1	Minutes	Hours	Days	Weeks
Vendor 2	Minutes	Hours	Days	Weeks
Q3. Will adding new locations or menus cause additional complexity in the back end?				
Vendor 1		Yes	No	Do not know
Vendor 2		Yes	No	Do not know

How will the tech help you deliver an omnichannel guest experience?

Q1. Is it possible to create a guest experience that stays consistent across channels?			
Vendor 1	Yes	No	Do not know
Vendor 2	Yes	No	Do not know
Q2. Is the order experience easy to learn and use for the guests?			
Vendor 1	Easy	Normal	Difficult
Vendor 2	Easy	Normal	Difficult
Q3. How easy will it be to incorporate bespoke branding into the order journey?			
Vendor 1	Easy	Normal	Difficult
Vendor 2	Easy	Normal	Difficult
Q4. Will the loyalty scheme operate across different channels whilst working towards a single reward?			
Vendor 1	Yes	No	Do not know
Vendor 2	Yes	No	Do not know

Will the tech be delivered by a partner that understands your business?

Q1. Will the tech be provided by a supplier invested in the business's growth?			
Vendor 1	Yes	No	Do not know
Vendor 2	Yes	No	Do not know
Q2. Will the provider take a consultative approach to partnership that will include proactively solving specific challenges?			
Vendor 1	Yes	No	Do not know
Vendor 2	Yes	No	Do not know
Q3. Is the tech provider a hospitality specialist or is their tech designed for more than one industry?			
Vendor 1	Specialist	Generalist	Do not know
Vendor 2	Specialist	Generalist	Do not know
Q4. Does the tech supplier have the industry experience to understand hospitality challenges fully?			
Vendor 1	Yes	No	Do not know
Vendor 2	Yes	No	Do not know

What is the upfront cost and long-term value?

Q1. How many other suppliers will need to be sourced and paid for to build a complete tech stack?

Vendor 1	1	2-5	6-9	10+
Vendor 2	1	2-5	6-9	10+

Q2. What are the risks of hidden costs from each provider after the initial installation (such as per transaction pricing charges)?

Vendor 1 Costs

Vendor 2 Costs

Q3. Will the tech stack truly deliver the increased, long-term revenue crucial to the brand's success?

Vendor 1	Yes	No	Do not know
Vendor 2	Yes	No	Do not know

Take control of your operations book a free tech consultation today

SCHEDULE A CALL WITH OUR EXPERTS:

www.vitamajo.com/book-a-demo



