



# EXCEEDING

## GUEST EXPECTATIONS

USING TECHNOLOGY TO  
DELIVER THE EXPERIENCE  
DINERS CRAVE



**Nothing stays the same in casual dining, including customer expectations. Technology, lifestyle trends, and tighter budgets are reshaping what restaurant-goers want.**

Keeping pace matters to keep tables full. But staying ahead can feel like a full-time job on top of actually running your restaurant business.

That's why TISSL created this eBook. Using research and over 20 years in hospitality technology, we've pulled together the insights that'll make a real difference – so you can skip straight to what works.

Discover what diners are really looking for, and how the right technology can help you deliver it.

## A quick look at what you'll learn:



### **DELIVER SPEED WITHOUT SACRIFICING QUALITY**

How to serve guests faster without compromising on experience or taste



### **REMAIN AFFORDABLE IN THE CURRENT CLIMATE**

How to run a leaner operation so you can price competitively and still turn a profit



### **ADOPT TECHNOLOGY WITHOUT LOSING THE HUMAN TOUCH**

How to use technology to enhance hospitality, not replace it



### **DELIGHT GUESTS WITH FASTER PAYMENTS AT THE END OF THE MEAL**

How to reduce friction and speed up payments, ensuring guests leave on a high



## THE EXPECTATION: GUESTS WANT FASTER SERVICE



**The challenge? Increasing speed without sacrificing quality or experience.**

Casual dining customers expect every interaction to be swift. They want to be seated quickly, served promptly, and free to leave when they're ready.

Speed is a priority, but so is a quality and experience<sup>1</sup>. Surveys show restaurant-goers want it all – quick service, great food, and a welcoming atmosphere<sup>2</sup>.

Striking the right balance between speed, quality and experience – especially during peak hours – is a tall order for restaurants.

**The solution? Speed up service without missing a beat or making a mistake.**

When staff are in a rush, it's all too easy for them to make mistakes. Getting dishes wrong, forgetting modifiers or special requests, not communicating allergens to the kitchen – these errors slow down service and compromise quality.

That's where a **portable POS** can make all the difference.

- ✔ **Leave no room for misunderstandings**  
Add modifiers, custom notes, and allergens to orders, ensuring everything is communicated properly with the kitchen. Guests get exactly what they ordered, and staff spend less time handling complaints.
- ✔ **Show guests to open tables**  
Check real-time table availability from anywhere in your restaurant, seat walk-ins at available tables, and keep reserved tables open for upcoming bookings.
- ✔ **End every visit on a positive note with accurate billing**  
Add orders to the POS system as they're taken with tableside ordering, preventing errors or forgotten items. When customers are ready to pay, billing is accurate – no confusion over charges, no need to reprint bills, and no need for management to resolve disputes.

<sup>1</sup> <https://www.restroworks.com/blog/uk-restaurant-industry-statistics/>

<sup>2</sup> <https://www.statista.com/statistics/1072652/casual-dining-chains-customer-satisfaction-united-kingdom>



## THE EXPECTATION: RESTAURANTS-GOERS ARE LOOKING FOR WALLET-FRIENDLY DEALS

**The challenge? Making dining out more affordable.**

Consumers are feeling the pinch. And while the government has promised to cut the cost of living<sup>3</sup>, many are still struggling to cover day-to-day expenses.

Less money in their pockets means restaurant-goers are looking for deals that make dining out more affordable – 29% actively look for discounts or offers when eating out<sup>4</sup> and 54% said they want to see more happy hours and value promotions in 2026<sup>5</sup>.

The issue is your restaurant business is facing rising costs too. Wage increases<sup>6</sup>, food price inflation<sup>7</sup> and soaring energy bills<sup>8</sup> are shrinking your margins. Promotions may attract customers, but once you've paid your bills, there'll be little profit left in your pocket.

**The solution? Fewer devices to reduce costs and boost profitability.**

From tablets to POS terminals, the cost of hardware quickly adds up, cutting into your profit and leaving less room to offer competitive pricing or special offers.

**What if you could run your restaurants with fewer devices?**

**Devices** that do more than just orders or payments enable restaurant staff to do both with the same device. Meaning less hardware required to run your restaurants. With one tool that does more, there's no need to invest in multiple devices for different functions.

Leaner operations mean lower costs, bigger margins, and more opportunities to run promotions.



3 <https://www.bbc.com/news/articles/cn42l3q3qvlo>

4 <https://www.restroworks.com/blog/uk-restaurant-industry-statistics/>

5 <https://www.opentable.co.uk/c/top-restaurants/dining-trends/>

6 <https://www.reuters.com/sustainability/sustainable-finance-reporting/uk-food-prices-shop-price-inflation-pick-up-end-2025-survey-shows-2026-01-06/#>

7 <https://www.bbc.com/news/articles/cp822my4q7ro#>

8 <https://www.restroworks.com/blog/restaurant-failure-rate-statistics-uk/#>



## THE EXPECTATION: GUESTS EXPECT PEOPLE- FIRST SERVICE BACKED BY SMART TECHNOLOGY

**The challenge? Modernising without losing meaningful connections.**

More industries are adopting technology to improve customer service:

- Supermarkets are using self-service kiosks to keep queues moving
- Healthcare providers are using digital systems to help patients manage prescriptions
- Banks are using chatbots to give clients around the clock support for routine queries<sup>9</sup>

As a result, people expect more businesses to use technology to deliver quality experiences, and diners are no exception – 74% say they want to see automation in at least one area<sup>10</sup> when visiting restaurants.

However, guests still value human interaction, with 55% saying a balance between technology and a human touch delivers the best experiences<sup>11</sup>. To keep them happy, casual dining sites must find a way to deliver the best of both worlds.

**The solution? Tech that enables real people to work faster and smarter.**

For restaurants who want to meet expectations around technology without removing human interaction, a **handheld POS** is the perfect compromise.

Instead of replacing staff, the device enables them to do what they do best, but at pace:

- **Seat guests quickly** – find open tables instantly with a view of real-time table availability.
- **Reduce wait times** – get orders to the kitchen in a flash with speedier order taking, **reducing wait time by up to 10 minutes per table.**
- **Keep service flowing** – deliver seamless service throughout long and busy shifts with a device that has long battery life.



9 <https://www.reuters.com/technology/natwest-seals-milestone-uk-banking-collaboration-with-openai-2025-03-20/>

10 <https://squareup.com/us/en/the-bottom-line/series/foc/future-of-restaurants>

11 <https://www.morningadvertiser.co.uk/Article/2023/07/12/Consumer-interest-in-technology-when-visiting-pubs/>

# THE EXPECTATION: CUSTOMERS WANT TO SETTLE BILLS WITHOUT WAITING AROUND

**The challenge? Speeding up payments with limited POS devices and disconnected tech.**

If there's one thing customers don't appreciate, it's long wait times – especially when they want to pay. In fact, nearly two-thirds of service complaints in restaurants relate to wait times<sup>12</sup>.

The problem comes when staff have to wait their turn at a single POS terminal to print bills, then search for an available payment device. It multiplies when payment processing takes longer than it should because the POS and payment system aren't connected.

What should take moments stretches into minutes, and diners become increasingly frustrated.

**The solution? Fast tableside payments, powered by a built-in payment product.**

With the ability to prepare bills and take quick payments anywhere and at any time, staff can turn tables faster and keep visitors happy.

Here's how payments in your restaurants could look with a **mobile payment device**:

- ✔ **When guests ask for the bill...**  
You can print receipts at the table from the device. No need to wait for a central POS system to become available to get bills ready for customers.
- ✔ **When they're ready to pay...**  
You can take payments with the same pocket-sized device, eliminating the need to find a separate card machine.
- ✔ **If tables want to split bills...**  
You can do just that. No matter how many people are at the table, you can split the bill and take separate payments from diners – quickly and without stress.
- ✔ **Transactions are faster and more accurate...**  
Payments are powered by a built-in payments product, which means they are faster and more accurate than with standalone payment systems.



<sup>12</sup> <https://restaurant.eatapp.co/blog/how-to-handle-customer-complaints-in-a-restaurant>

# GOING BEYOND GUEST EXPECTATIONS: 4 CHALLENGES AND SOLUTIONS

1

**Challenge:** delivering faster service without compromising quality or experience

**Solution:** work faster without making mistakes using a portable POS

Get these four things right, and you won't just meet expectations – you'll exceed them. The good news? One device makes it all possible – **TISSL Swift**.

**TISSL Swift: manage your restaurants from the palm of your hand**

Our handheld technology is the answer to delivering the experience customers want.

2

**Challenge:** bringing more guests through the door with affordable pricing

**Solution:** reduce hardware costs with one device that does more

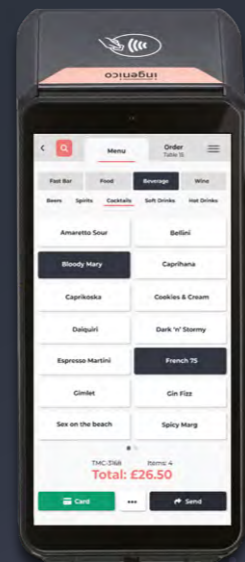
With one device for orders, payments and more, you can turn tables faster without compromising on quality or service.

Faster service, fewer errors, and easier management – **TISSL Swift** gives you the mobility and power to give diners exactly what they want, and more.

3

**Challenge:** leveraging technology without removing human interaction

**Solution:** adopt a digital tool that helps staff work faster and smarter



**TISSL SWIFT**

4

**Challenge:** reducing wait times when guests are ready settle bills

**Solution:** speed up transactions with a built-in payments product

## TISSL EPOS: MADE FOR FAST-PACED CASUAL DINING RESTAURANTS

For more than twenty years, we've worked with some of the UK's most recognisable names in hospitality. Our experience means we understand the pace, pressure, and priorities of your world – and we've built our EPOS around them to give you software made for busy days and happy diners.

From faster payments and centralised restaurant management to a customisable interface and portable POS, TISSL equips you to provide faster, smarter service that satisfies.

**Restaurants are delivering faster service and happier guests with TISSL**

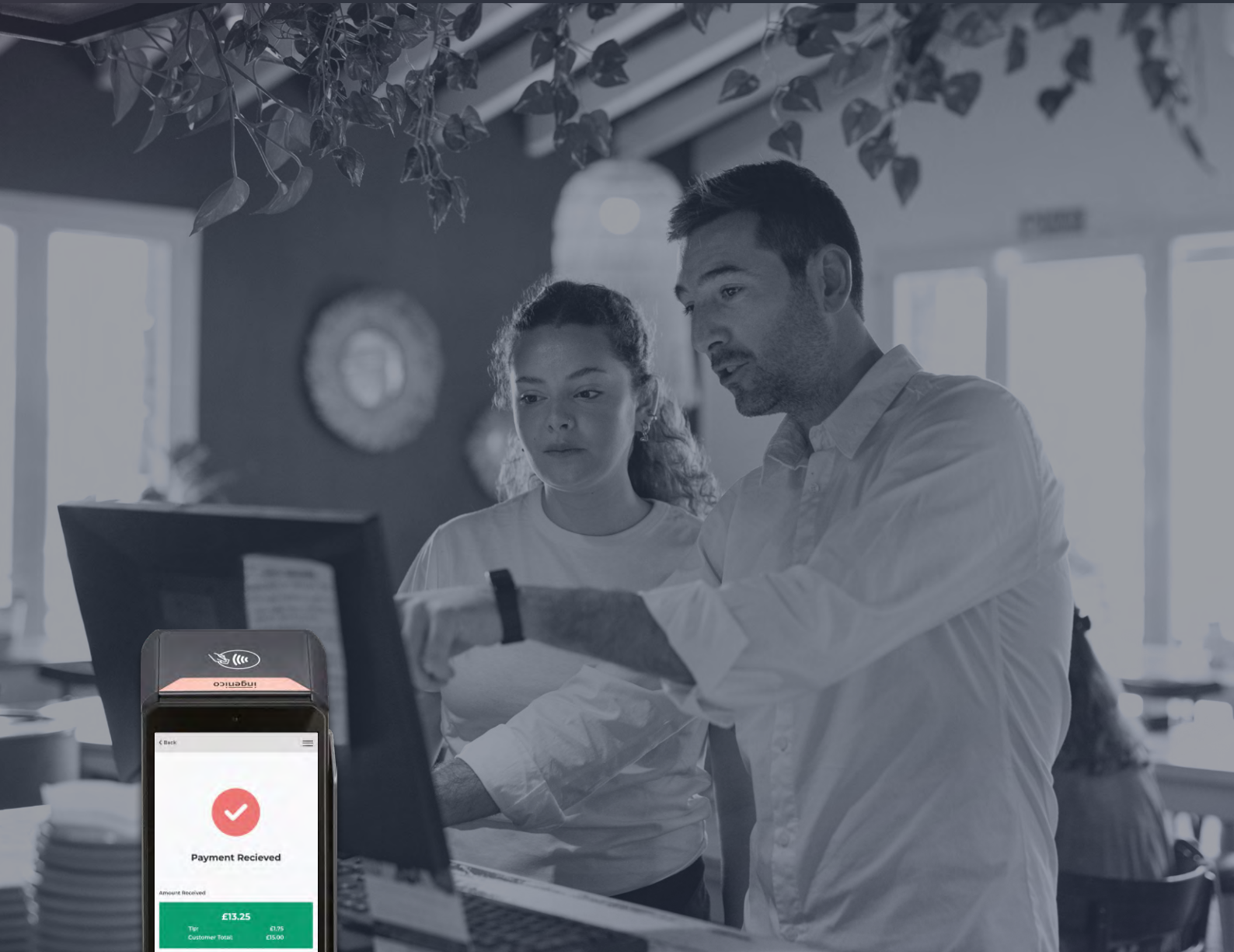
"Implementing TISSL EPOS software across Barrafinna Group has been a game-changer, thanks to its user-friendly interface and seamless installation."

Aurelija Sovaite, Barrafinna Group



Scan the QR to find out more about TISSL and book a demo

# TISSL



EPOS for casual dining

[tissl.co.uk](http://tissl.co.uk)

01908 525 800