

# What our clients say about us...



**QuadraNet Systems**  
Bringing Technology to the Table

"QuadraNet Reservations is the only reservation system that is able to handle our multiple user set up whilst being simple to use and simple to maintain.

Internet bookings now make up a significant proportion of our business but the system allows us the ability to control what and how much availability we offer through this channel.

It encourages less mistakes due to the automation and sharing of information and, most importantly, improves our guests experiences by recognising their preferences at the point of booking."

**Juliet Cox**, Revenue Manager, *The Ritz*

"Internet bookings now make up over 50% of our business, and thanks to QuadraNet Reservations we can choose exactly when we offer availability and to which websites. It also enables us to capture and utilise vital marketing data on our guests from tracking tools for both internet bookings and those from standard delivery channels.

QuadraNet Reservations is completely reliable, simple to use and maintain and the only reservation system able to manage our multiple user setup. It's also the only system that can improve our productivity by up to 25% for busy sessions - it simply adds to the bottom line without adversely affecting service! In fact, it actually improves our guests' experience by recognising their preferences at the point of booking."

**Judi Blakeburn**, Marketing Director, *Fifteen Cornwall*

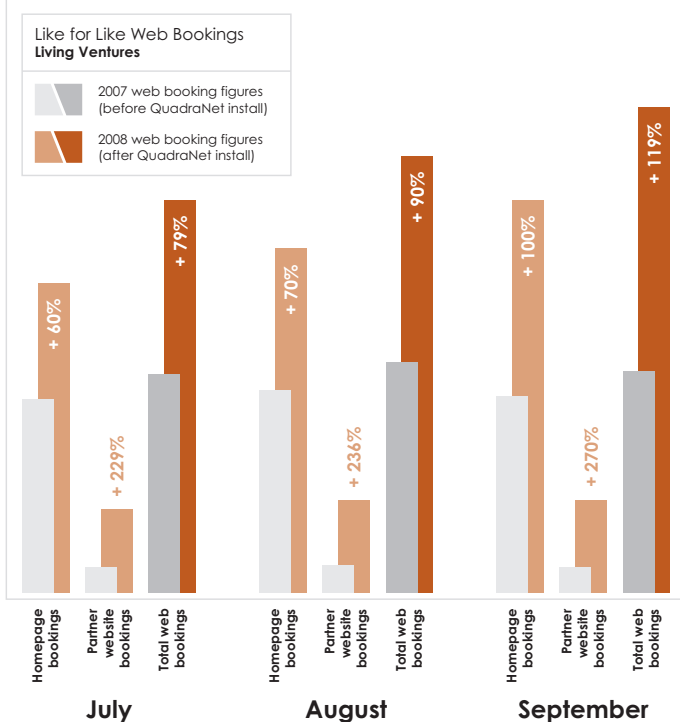
"QuadraNet Reservations brings us more web bookings in a day than we used to get in a month from OpenTable."

**Paul Brewster**, Owner, *Camden Brasserie*

"We started working with QuadraNet and Livebookings at the beginning of 2008 and by July, we had completed the rollout of the systems to all fourteen of our GUSTO and Blackhouse restaurants. We launched our new websites in July and August with the Livebookings interface in place and the monthly booking figures showed a dramatic increase; we had more than doubled the number of covers we received online compared to those delivered by OpenTable during July 2007. Towards the end of 2008, we are seeing our online booking levels triple and they're still rising!

I would attribute these dramatic gains to two main factors. Firstly, the Livebookings Direct interface sits on our own website, and provides a simple, clear and seamless booking service for our diners without navigating away from our website. What's more, the service is branded with our restaurants' logos, and we own all the data that's captured in the booking process which can be used in any future email marketing campaigns. Secondly, the availability controlled in QuadraNet Reservations is such that we can accommodate an extra 15-20% more diners at peak times for any given session. This directly results in more diners, more revenue and better customer service."

**Jeremy Roberts**, Commercial Director and Co-Founder, *Living Ventures*



**UK: +44 (0)1628 472999**

**US: +1-347-632-2994**

**Canada: +1-416-840-6810**

# What our clients say about us...



**QuadraNet Systems**  
*Bringing Technology to the Table*

"Restaurateurs who don't make the most of every possible resource and opportunity are going to find 2009 a pretty tough year.

Luckily, QuadraNet Reservations gives us everything we need to keep our diary, and our restaurant and wine bar, nice and full."

**David Tearle**, Owner, *The Coterie*

"QuadraNet Reservations has been an excellent investment for our F&B operation. It enables us to accommodate up to 20% more restaurant bookings, increase our turnover and productivity, and enhance the quality and consistency of our customer service."

**Wouter J.C. van Poppel**, Food and Beverage Director, *Hotel Okura, Amsterdam*

"The difference with this system is that it doesn't only take reservations but allocates and combines tables for maximum capacity.

You end up with less empty tables and it maximises time slots and table combinations. The system alerts the operator of the best time slot available and then issues an email or SMS message confirmation to the customer.

Any problems and we can contact the owner at anytime – he will log into our network and fix it."

**Clifford Weiner**, Food and Beverage Director, *Atlantis, The Palm, Dubai*

"It's really user friendly and does what it says on the box... you get good information back from it... It's great"

**Paula Dupuy**, Restaurant Director, *Fifteen London*

"Since introducing QuadraNet Reservations at our busiest operation in Leeds we have seen a growth in covers throughput of over 15% on busy sessions. The busier the session the better the results!

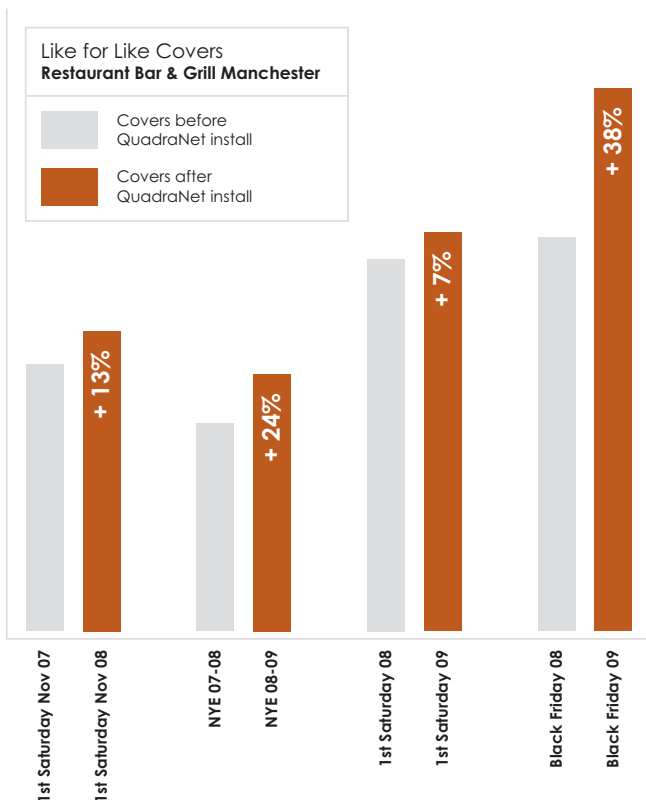
In these challenging times we need to ensure that our operations perform at their best, QuadraNet Reservations is crucial to this, we would suffer without it..."

**Adam Purslow**, IT Manager, *Individual Restaurant Company*

"I have been using QuadraNet Reservations for 12 months and in that time I have opened numerous restaurants for IRC. The system has proved to be stress relieving and very efficient, especially on busy nights.

QuadraNet has continually supported my team and me, and I personally feel that this system enables us to provide a quality of service and efficiency that we could not achieve with a pen and paper."

**Antonio Ricci**, Operations General Manager, *Individual Restaurant Company*



**UK: +44 (0)1628 472999**

**US: +1-347-632-2994**

**Canada: +1-416-840-6810**