

Straight Talk from Crane Payment Solutions

Interview Series with Franchisees

Tim Hortons

Now
Approved!

Welcome to our series of interviews with franchisees. Tim Hortons offers a variety of delicious coffees and breakfast menu items in over 3,400 locations throughout Canada, with expansion to over 800 stores in the United States. We recently spoke with Chris McCluskey, whose family owns and operates three stores located in Arnprior and Kanata, Ontario, Canada with over 70 employees. Gemsys, our partner in Canada, works closely with Tim Hortons as their supplier for cash handling solutions.

Thank you Chris, for speaking with us today. Please tell us a little bit about your operation.

Well, our family owns and operates three Tim Hortons restaurants. Two of them are located in Arnprior and the other one is in Kanata. We're currently using two T-Flex Coin Dispensers in the two busiest Drive-thru locations.

Our operations are very cash and coin centric. 65% of all of our transactions are cash at two locations, and 90% cash in the other. And the majority is at the Drive-thru. So, we handle a lot of coin!

Tell us about the improved speed of service.

We have to be fast and efficient, and the T-Flex Coin Dispenser has definitely helped. The cashier is no longer the bottleneck. I was really happy when Tim Hortons corporate approved the Coin Dispenser for use at the Drive-thru. Any way we can automate helps the overall operation.

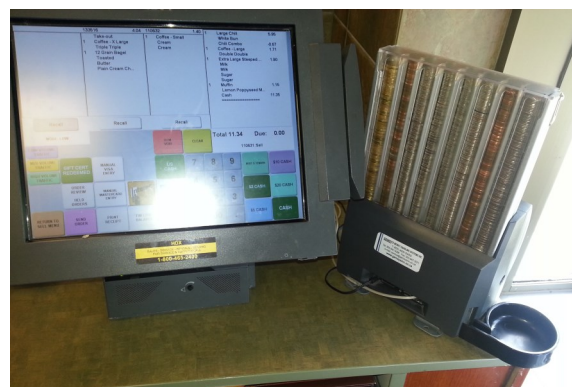
Once the T-Flex was installed, it became apparent that we can maintain ticket time no matter who is running the cash register. We have 9 different positions at the Drive-thru, with the key position being the cashier. Before, we needed to have a highly skilled cashier at the window to keep up with the amount of cars coming through the Drive-thru. Now, anyone can step in and do it without a problem, giving us more staffing flexibility.

What other benefits have you seen with the automation of coin dispensing?

One of the biggest benefits of the Coin Dispenser is that our employees can spend more time interacting with our guests. The machine does all the work for them. Since they don't have to count back the change anymore, they can focus more attention on the guest, making sure their order is correct and improving our overall hospitality image.

Has the T-Flex helped streamline cash handling?

Most definitely. We take in more change than we give out. Before, we had to roll all that coin and take it to the bank. Now, we just re-fill the canister throughout the shift. This reduces the coin going to the bank and significantly reduces the weight of coin in the cash drawer.



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Have you seen a decrease in cash drawer repair & replacement?

Yes, since installing the T-Flex we have developed a new cash management system regarding how much coin we keep in the drawer. Because the T-Flex can hold \$506.50 in change, we are now able to have a lot more coin on hand and don't have to worry about it weighing our tills down and causing damage.

By continually refilling the canister throughout the shift, we help reduce the weight in the drawer and it also makes cashing out at the end of the shift a lot easier.

And what do your employees think of them?

They love it! With the T-Flex Coin Dispenser installed, it makes working at the cash register a lot easier. And shift changeover is a lot faster, too.

How do your customers like the coin dispenser?

Since the T-Flex is only located in the Drive-thru, they don't really see it. What they do notice is that our employees are able to interact with them more.

What has your experience with Gemsys been like?

They're very accommodating and very responsive. They've been great!

Any other comments?

I would definitely recommend the T-Flex Coin Dispenser to every franchise owner. It's a no brainer!



About Crane Payment Solutions

Crane Payment Solutions is the leading supplier of a full suite of automated cash handling solutions and is dedicated to the development of payment management systems for the retail, self-service, transportation, gaming and vending markets worldwide. Crane Payment Solutions is synonymous with quality, reliability, and longevity, delivering products that are second to none.

About GEMSYS

Founded in 1988, GEMSYS Money Handling Systems Inc. is a 100% Canadian owned and operated company. The company has grown to be recognized as the leading supplier of money handling equipment and cash management solutions across Canada. Gemsys has been an approved supplier to TDL and the Tim Horton Children's Foundation for over 15 years. Corporate offices are located in Oakville, Ontario. Service and support is provided on a direct basis or by one of our approved business partners located across Canada and the United States.



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