



Wednesday, Mar 29, 2017

Dear Aloha Team:

Ten years ago when we opened Blue Orleans Seafood Restaurant in downtown Chattanooga, we learned about your equipment. It was a substantial investment at the time, but considering the number of daily transactions we did, it was a smart business move. Around our ninth year in business, we noticed that we needed to upgrade our equipment. So, we began to request information from other companies on their POS systems.

The one that stood out from all of the others was the Clover System. The price was around \$3,500 and all of the functions it had to offer seemed great. After all, it allowed my ten-year-old to play video games, watch movies and do all sorts of cool things online. Wow! It also had features that would eliminate order errors, verify tip amounts and an easier display. Now, here's the reality. It was a piece of trash!!!! One of the biggest and costly mistakes I ever made for our business.

Here is how it all happened. Two young, sharp sales reps came in showed my husband the "next big thing," the Clover System. An oversized white machine with lots of colorful boxes on the screen--similar to a video machine found in a Las Vegas Casino. They told him how awesome the Clover System is... "it saves you money and time." My husband, Chef Mike was impressed with their presentation, and even though the terminal had "more" features than the Aloha, they assured him that after one day of training he would be a master. Wrong again!!!

I attended the one day of training they offered at no cost, but the more experienced sales rep was not present. At the time, we were not made aware of the fact that he had quit. So the other guy who was very nice by the way and loved our shrimp po-boys was clueless about the system and stayed on the phone with customer service. He was new to the Clover team and really couldn't answer all of our questions. I grew more and more frustrated because we were one hour away from opening the restaurant, and no one knew how to operate it. In fact, he promised to reschedule another day of training once he was properly trained. Well, that never happened because he too had quit.

Now it didn't really matter because they had a signed contract and our deposit. We called the 800 customer service line for weeks trying to figure out what to do - that was a waste of time. Remember all of those colorful buttons that look so pretty? Well, when you are a busy restaurant and need to put in an order or process payment, you don't have the time to go through ten or more steps. Also, the system would allow anyone to access other managerial areas. Finally, we were able to get a return call from customer service that informed us that we could NOT return the Clover System because it was passed our 30-day period. If we didn't learn how to work the system by now, too bad--that was our problem, not theirs. In order to keep our credit in good standing, we paid off the equipment but REFUSED to ever deal with them again.

BLUE ORLEANS

SEAFOOD RESTAURANT

Now, it sits in storage waiting to be sold at the next yard sale. In business, you are always trying to find ways to save money and cut your losses, but now I look for and insist on reliable, professional service and equipment. I am no longer interested in the "bargain" or the "next big thing." I want equipment that works and makes my business look good; and a company that cares about my business like Aloha.

I will tell anyone willing to listen to stay away from the pretty white casino box--it will cost more than you'll ever know.

Cherita Adams
Blue Orleans Seafood Restaurant
Chattanooga, TN

