



Established in 1996, **City Super** Group opened its first store in Times Square, in the prestigious Causeway Bay shopping hub. Operating with the “Mega Lifestyle Specialty Store” concept, the Group offers premium selection of products from around the world for customers who pursue a premium quality of life. Now, the Group operates over 20 stores in Hong Kong across the three store brands, namely

city'super, **LOG-ON** and **cookedDeli**.

cookedDeli is a lifestyle casual dining court offering international cuisine in a cozy setting. Now there are 4 cookedDeli branches locating at Causeway Bay, Tsim Sha Tsui, Kwun Tong and Tseung Kwan O. Every branch provides different stylish and delicious cuisines such as Chinese, Japanese, Korean, Thai, American and European food and desserts and so on.

In addition to tasty food, quality service is also a key element of City Super's business concepts. To divert customer flow in the food court, cookedDeli adopts central cashier counters concept. Therefore, customer queues of ordering and food collection can be well diverted during peak hours. It can minimise the customer crowds waiting outside at different outlets at the same time. Customers can take their seats after ordering and only need to pick up their food at pick-up counter when getting the ready-to-pickup message.



By using **Seito Food & Beverage Management System**, cookedDeli further enhances its efficiency in overall operation. Seito's **centralised food menu management function** allows office staff to handle all food menu issues in one single backend system. Updating food item and prices of different cuisines in different branches will be

easier than before. Furthermore, cookedDeli at Kwun Tong firstly adopts **Seito Kitchen Display System** to increase the speed, accuracy and productivity of the kitchen. All orders will be clearly displayed in kitchen monitors at pick-up counter so that the staff need not keep the order tickets which may be lost easily. Instead, they just need to view the monitor and clear orders when food is ready. Thus, the problem of losing kitchen printouts can be eliminated.



That's the great tastes and quality services, the customers can always enjoy the superior casual dining experience at cookedDeli.