

GLORY

Preserving traditional flavours with cash automation technology

Ji Ji Noodle House, Singapore



THE CHALLENGE

Located at Hong Lim Food Complex, “Ji Ji Noodle House” has been in business for more than 50 years. The noodle house is always packed with long lunch queues. The Noodle House serves a variety of noodle dishes and is best known for their signature delicious wanton noodles.

The owners identified that manual cash handling could be significantly improved if they applied the right technology.

Customer Waiting Time: Being a huge favourite among the locals, the noodle house has long lunch queues. Lots of customers is excellent news for the store, but customers had a long wait before purchasing their food.

Counterfeit Cash: The noodle house occasionally received counterfeit notes or foreign currency which closely resembles local money as payment.

Lack of manpower: The noodle house has struggled to hire full-time cashiers. Serving staff had to juggle food preparation and cash handling. By having to do more things, time spent on one customer would be longer, which in turn only extended the waiting time of customers.

“My Customers love it! Since it moves the queue faster, they have less waiting time.”

Kristen Choong, Owner, Ji Ji Noodle House

THE SOLUTION

The noodle house needed a solution which would ensure fast, efficient and safe cash transactions. The solution needed to be easily placed within the shop space despite existing physical constraints. The solution had to be easy for customers to use as well as reliable given the huge volumes of daily transactions. Based on their research Ji Ji Noodle House decided to implement the Glory CI-10 solution. Installation went ahead with no disruption to customers and staff alike. With its user-friendly interface, it is easy for customers to make cash payments.

Glory was chosen because of its reliability, ease of usage, compact footprint and simple interface to the existing point of sale system. Selling thousands of bowls of noodles a day, the CI-10 has proven a hit with staff and customers alike and Ji Ji Noodle House has fast become a popular choice for lunch and dinner for Glory staff as well!



THE BENEFITS

Ji Ji Noodle House needed a reliable solution to improve their cash handling process. With the installation of the CI-10, Ji Ji Noodle House has enjoyed the benefits of efficiency and productivity.

AUTOMATION OF CASH PAYMENT

With the CI-10's ability to handle cash transactions, servers no longer need to carry out manual cash counting.

CUSTOMER SERVICE

Without the need for manual cash handling, the noodle house is able to serve customers within a shorter amount of time. Servers can now place more focus on food preparation and service. Shorter customer waiting time means shorter queues which in turn means more customers and more sales.

COUNTERFEIT DETECTION:

The authentication technology of the CI-10 also helps detect counterfeit notes, immediately rejecting them.

STAFF SATISFACTION

All staff no longer have to manage transfer of cash transactions everyday, they focus on customer service, experience less stress and are happier in their roles.



OPTIMISING THE RETAIL CASH CHAIN

Automate | Authenticate | Secure | Accelerate

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