

TRANTI EXPRESS



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JAN CO.'S BOB HUBER DIALS TRANTI FOR SUCCESS



Bob Huber is a very busy man. For the past five years he has been Project Manager for Jan Co., Inc., a Burger King franchisee headquartered in Johnston, Rhode Island.

"People wonder why I don't have a cauliflower ear with all the time I spend on the phone," laughs Bob. "I am responsible for supervising

the installation and service of equipment, arranging all major equipment purchases, and testing new products and promotions."

Jan Co., Inc., owned by Nicholas Janikes and Richard Weinand, is the fourth largest Burger King franchisee in the country with 36 restaurants in Connecticut, Rhode Island, Massachusetts and Vermont.

"I started with Jan Co. 8 years ago," remembers Bob, "just about the time we purchased our first Tranti cash control system. It's been a long and fruitful relationship for both of us. Presently, we own 84 point-of-service Tranti registers!"

Bob takes a very active role in the service of his Tranti registers. "I've instituted an organized spare parts control plan," states Bob. "I hold on to all the spare parts for every store in my office. When a store manager wants a replacement, he must first send me the defective part. I will attach a note to each part describing the problem and then send it to Tranti. This way we can keep an accurate record of all service calls and part whereabouts."

Whenever a problem occurs with any register, Bob makes sure to inform all his store managers. "I've developed a short newsletter of my own. In it I describe the problem, how it was rectified and what caused it. It is such a waste of time to solve the same problem more than once. My newsletter helps our store managers benefit from the knowledge acquired from every service situation."

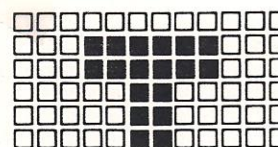
Though his newsletter has been a great success, Bob has instituted an even more ambitious service plan. "I conduct my own service seminars," states Bob. "All of our designated service people from each

store meet with me to learn the correct procedures for register maintenance and repair. These seminars are very effective in reducing register downtime.

"The highest priority at Jan Co.," states Bob, "is to provide our customers with the fastest service possible. Tranti reliability and self-service systems give us the ability to let our customers in and out of our doors without waiting. When we do need assistance, however, Ed Steen, Tranti's Manager of Customer Service, has always given us quick and accurate information. His service reps are also very knowledgeable and very helpful.

When Bob Huber isn't on the phone tending to Jan Co. matters, you'll either find him on the tennis court practicing his serve, in the kitchen trying a new gourmet recipe or in the air learning how to fly. "To tell you the truth," smiles Bob, "I'd rather be on the phone."

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