

Hotel POS Systems: Volante Checks In At The Amway Grand Plaza Hotel

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Agency: **Meade Internet Services**



Volante POS Systems, an industry leader in hospitality point of sale systems, and the AAA Four Diamond Amway Grand Plaza Hotel in Grand Rapids, Michigan, have announced their recent partnership in a multi-phase hotel POS system installation comprising of 54 terminals throughout the property.

In addition to providing POS terminals to all the food and beverage outlets within the hotel, the installation also includes 12 terminals in the adjoining convention center, The Devos Place. Future plans include expansion into the hotel's retail operations.

The Amway Grand Plaza Hotel installation marks the first hotel & convention center for Volante. Previous clients have included casinos, stadiums, fine dining and casual/quick serve restaurants, pizza chains, universities, retirement communities and theme parks.

The entire system at the Amway Grand Plaza Hotel runs on a Linux platform. Volante has been built around open standards to keep both costs down and integration seamless.

"Volante brought a lot to the table as far as what it was offering." Says Todd Krapp, Computer Systems Coordinator for the Amway Grand Plaza Hotel. "Volante has a lot of integrated features, whereas other POS systems are kind of a la carte. We were especially intrigued by the integrated gift card software and rewards system that Volante offers. To find a point of sale company that does gift cards is very difficult, and the per-transaction expense can become quite significant. With Volante, we can manage everything in-house, control it and maintain it."

"Gift cards have universal appeal regardless of the business," says Annette Ennamorato, VP Sales, Volante Systems. "Anyone in the hospitality industry will benefit from the customer acquisition and retention that a gift card program can provide."

In addition to gift card software and customer loyalty programs, customer relationship management, and integrated debit and credit capabilities, Volante offers on-demand, real time access to data, and system reliability through a network of peer-to-peer terminals, a feature that is unique in the point of sale industry.

Peer-to-peer POS technology means that each terminal runs independently from the main server, and in the case of a system crash, each terminal will continue to operate without any loss of data. In regards to Volante's peer-to-peer component, Krapp mentions, "With Volante, we've quite literally moved into the 21st century."

Volante also offers a full data-reporting suite to aid management in decision-making.

For more information, visit www.volantesystems.com

About Volante POS Systems: Since 1993, Volante POS Systems has been providing open standards, point of sale solutions to the hospitality industry. Volante is the perfect software choice for venues requiring a flexible yet comprehensive enterprise

POS solution.

About The Amway Grand Plaza Hotel: Located in downtown Grand Rapids Michigan, The Amway Grand Plaza Hotel is a AAA Four Diamond luxury hotel and host to conventions, meetings, special events and weddings; and home to eleven restaurants and lounges in West Michigan. The Amway Grand Plaza is much more than a hotel. It's a true destination.

Please contact:

Annette Ennamorato
Vice President, Sales
Volante POS Systems
1188 Martin Grove Road
Toronto, Ontario
Canada
M9W 5M9
416.522.1825
www.volantesystems.com
sales@volantesystems.com

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