



## Casa de Las Campanas

**FullCount Testimonial with Tricia Patterson  
Food and Beverage Director**

### **About Casa de las Campanas**

Casa de las Campanas is an accredited continuing care community located in San Diego, California. Casa de las Campanas is licensed as a California Residential Community for the Elderly (RCFE). Services and amenities include Assisted Living, Long-term Care, a Medicare-Certified Skilled Nursing facility, multiple dining rooms, dinner theatre, salon and convenience store.

### **Benefits of FullCount, Point of Sale software**

#### **Accuracy**

FullCount provides us with a more accurate way to track resident meals, especially since we no longer have to handwrite orders. With FullCount we now have standardized printouts that are easy for our residents to read.

#### **Customization**

We love the fact that FullCount was able to be customized for us. We use a 'points-based' method for resident charges/billing and we needed a system that could accommodate the way we do things. The FullCount staff was fabulous to work with on implementing the customizations we needed for our community.

#### **Kitchen and Dining Room**

We offer two separate dining rooms, one is a full-service restaurant and the other is a buffet. FullCount works for both setups and everything flows into one system, which is great for reporting purposes.

We do a lot of "to-go" orders and FullCount has really helped standardize this process.

FullCount helps us increase the 'hospitality factor' within our community and ultimately improve resident relationships. For example, within our restaurant, we can pull accounts by resident name (rather than number) which makes it easy for our staff to greet everyone by name.

With FullCount our staff doesn't have to go to the kitchen to call in an order, less trips to the kitchen means more time on the floor to service our residents.

#### **Reports and Back-Office**

The reports provided through FullCount are excellent and exactly what we need.

The back-office portion is very user-friendly. It's easy for us to make changes within the system and we can even configure our own menus as well.

#### **Affordability**

We found FullCount to be very competitively priced compared to other POS systems we looked at, especially since we could customize it.

#### **Implementation & Training**

The implementation process has been painless. Everything went much smoother than we could have ever anticipated for rolling out a new system. We had on-site training and within 10 minutes our staff was putting in orders. Overall, one full-day of training was all we needed to get started.

"Alliance Technologies has been wonderful to work with!"