

How a Growing QSR Chain Streamlined Kitchen Operations Using YOGO POS & Star Micronics Printers

Technology Partner:

YOGO POS

Hardware Partner:

Star Micronics

Solutions:

TSP143V X4 Thermal Receipt Printer
StarXpand SDK

Overview

Cloud-based point of sale (POS) provider YOGO POS needed a hardware partner offering printers that could meet the demands of high-volume, growing QSRs, integration support, and customer service. The goal was to upgrade restaurant POS systems printers, and mobile devices to create a stable and secure operational environment across chain locations.

The Challenge

YOGO POS needed to find a practical way to solve Sal y Limón Mexican Cuisine's challenges of increasing order volumes across dine-in, takeout, third-party delivery platforms, and online orders. As the chain's operations expanded, the restaurant needed a modern POS and kitchen printing solution capable of efficiently routing items to different food preparation areas and service stations.

Sal y Limón Mexican Cuisine required a system that could:

- Handle high order volumes during peak service hours
- Automatically route orders to specific kitchen stations
- Generate clear, easy-to-read kitchen tickets for staff
- Improve communication between front-of-house staff and kitchen teams



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The Solution: Star Micronics + YOGO POS

Sal y Limón Mexican Cuisine upgraded to a system of YOGO POS and Star Micronics kitchen printers. YOGO POS leveraged the StarXpand SDK to seamlessly integrate with Star's printers, enabling the solutions to automatically route orders from all channels, including POS terminals, online orders, and third-party delivery integrations, to Star printers.

The solution comprised two Star Micronics TSP143V X4 Thermal Receipt Printers at preparation stations and two POS stations for order entry and cashier operations at each location. It also included dedicated printers for online orders and POS transactions.

The solution delivers:

- High-speed thermal printing for fast order ticket generation
- Reliable connectivity ensuring stable communication between YOGO tablets, YOGO POS, and Star printers
- Station-based order routing, allowing items to print at specific preparation stations
- Durable hardware designed for demanding kitchen environments
- Support for multiple order channels, including dine-in, takeout, and delivery platforms



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Implementation

The entire implementation was completed within seven days, including system configuration, menu setup, printer mapping, and staff training across four locations. The YOGO POS onboarding team worked closely with restaurant staff to ensure each station, printer configuration, and workflow was optimized for daily operations. An advantage of the solution is a user-friendly POS interface that was easy for the staff to learn and use, which minimized disruptions to daily operations. This approach allowed Sal y Limón Mexican Cuisine to modernize its operations with reliable hardware and a powerful POS platform, even in its dynamic, high-volume environment.

Sal y Limón Mexican Cuisine stressed that from onboarding and implementation to after-sales support, the YOGO POS team, with support from Star Micronics, provided personalized service to ensure the system runs smoothly and can continue to deliver optimal performance as the business scales.



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Benefits and ROI

After implementing the solution, the Sal y Limón Mexican Cuisine kitchen staff and servers reported:

- Stable receipt printing from YOGO POS tablets and POS systems
- Clear and easy-to-read kitchen receipts for kitchen staff and improved communication
- Efficient item routing to specific preparation areas and reduced order preparation time
- Improved coordination across dine-in, takeout, and delivery channels
- Increased order accuracy and workflow efficiency, even during peak hours
- Lower operational costs and a smooth transition for staff due to the easy-to-switch interface
- Reduced operational interruptions related to printing
- Reduced technology costs compared to previous systems

Overall, the integration of Star Micronics printers with YOGO POS created a reliable, cost-effective, and scalable technology foundation supporting the restaurant's continued growth.



Star Partnerships Create Innovative Solutions

Star Micronics can help you solve business challenges and scale deployments with industry-leading solutions and modern SDK architecture.

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