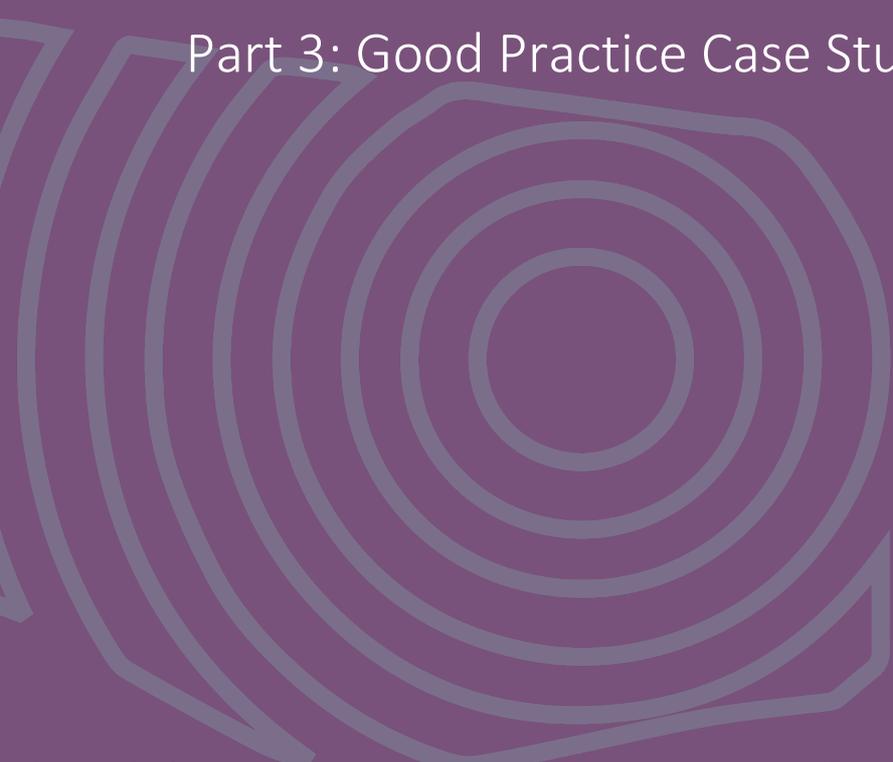


European Needs Analysis on Crisis Management for Tourism SMEs

Part 3: Good Practice Case Studies



Navigating
Tourism
Crisis Recovery

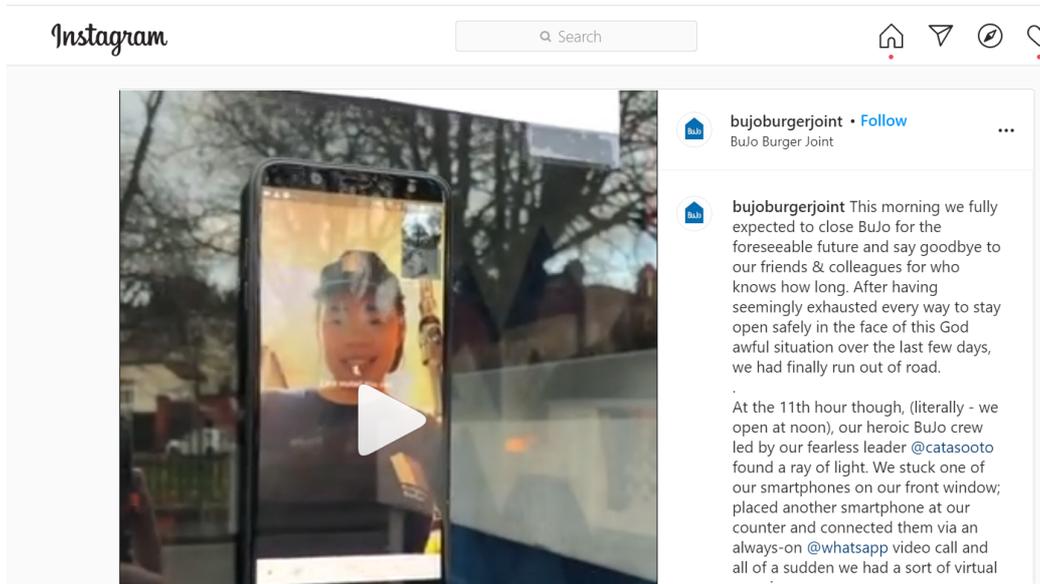


Co-funded by the
Erasmus+ Programme
of the European Union

Ireland

BuJo, Sandymount, Dublin

A burger bar which reinvented how to do business ‘closed’. The owner Michael Sheary created a digital drive-thru using WhatsApp to take orders. While it's very much so a take-it-day-by-day approach, it's a testament to the inventiveness of some business owners, and a clever way to work around the social distancing guidelines.



‘We stuck one of our smartphones on our front window; placed another smartphone at our counter and connected them via an always-on @whatsapp video call and all of a sudden we had a sort of virtual portal. It provided the social distance, (no guests allowed on the premises); a contactless pick-up service, (we simply delivered our guests order to them or their car), and a sprinkle of BuJo hospitality with our front of house team on the screen to take orders all St. Patrick’s Day from our very loyal friends & neighbours in Sandymount. It wasn’t and isn’t perfect, but we are still, barely, open for at least one more day’.

IMPASTO – Restaurant (Dublin)



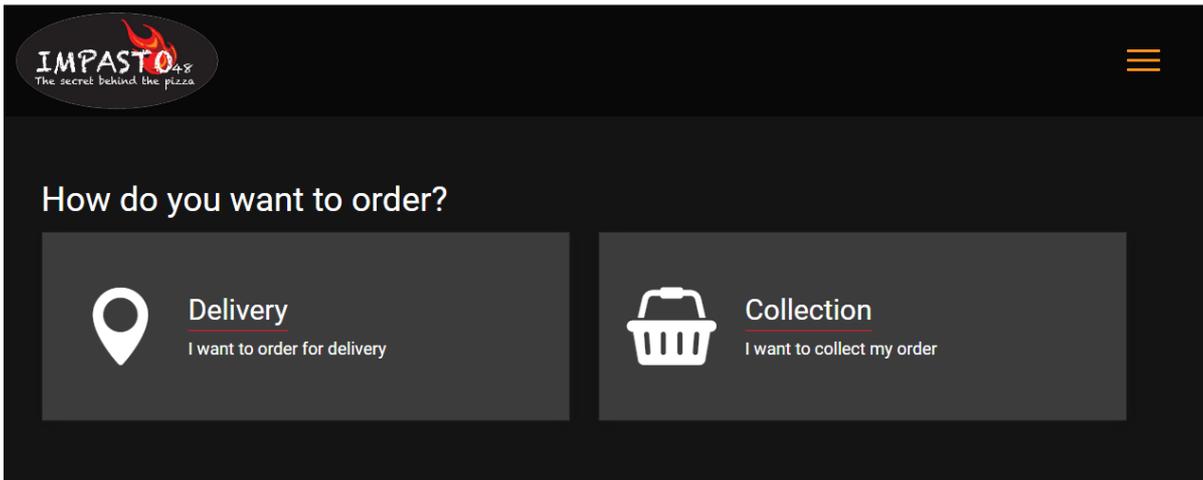
Flipdish gives us, possibly the best software available to restaurants for takeaway and delivery. A lot of our customers have raved about how easy it is to order as soon as you hit our website.

‘We’ve been through unbelievable challenges like many restaurants, we had to focus mainly on takeaway and delivery and we found a brilliant partner in Flipdish.

“They held our hand from start to finish, the setup was amazing, their platform is absolutely second to none and flipdish was a perfect fit for us.”

[FlipDish Food Web Ordering](https://www.flipdish.com/ie/customers/) Your own branded food ordering / click and collect website.

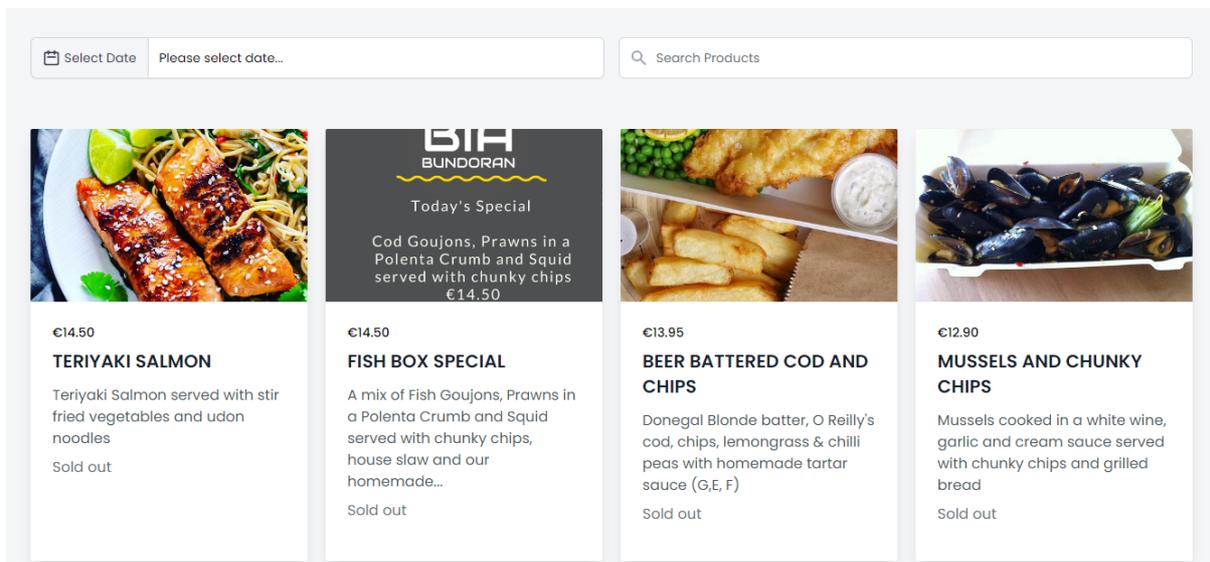
<https://www.flipdish.com/ie/customers/>



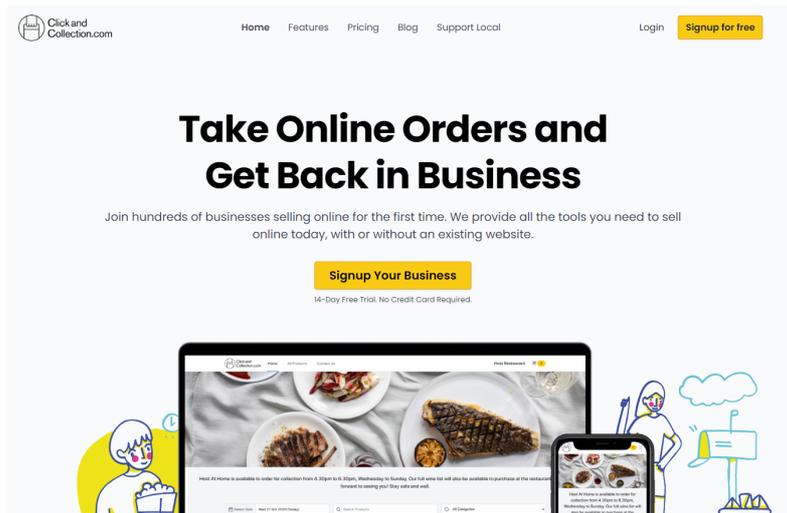
Bia Bundoran, County Donegal

Are you in the mood for good food ? Our menu offers something for everyone using the freshest local ingredients. From fish lovers to burger enthusiasts, vegetarians to gluten intolerance we have got you covered. If your preferred slot time is full, feel free to ring us on 0870518592 and we will try our best to accommodate you. Opening hours Thursday 4.45 - 8 pm, Friday and Saturday 4.45 pm - 9 pm and Sunday 4.45pm -8.00 pm

Please come to Bia Bundoran(Donegal English Language School), West End, Bundoran, F94 X997 at your designated time. Please come up to the door and we will give you your order.



Use [click and collection.com](http://clickandcollection.com)



Pandini's, Restaurants, Ireland

Uses Nuacom for its bookings and online restaurant functions – features voice, mail to mail, call recording (to go back and check your orders), App developed for on the go and organise call, SMS for promotions, the lines are never busy can take all calls at the same time.

Nuacom, is a Maynooth-based cloud phone service that has seen an uptick in demand as employees adjust to working from home. Restaurants are doing a lot more business over the phone now. To limit the number of employees on site, many restaurants have turned to cloud-based phone systems so that employees who take calls and orders can work from home.

"The system has lots of nice features but the most important is the lines are never busy." Michael Mazilu, Owner, Pandinis Restaurant

"There are a couple of employees preparing food on site, respecting physical-distancing in the kitchen," he said.

"Then they have people who take orders, who work from home, and they place the orders into the point of sale remotely to send orders to the kitchen.

"The phones have become an important part of the business, because before this they were only used for bookings."



See how Pandini's managed to improve the customer service quality and also reduce the running cost of telecom by adopting the NUACOM cloud phone system. Cloud phone system, Business Phone System, Voip Phone System, Office Phone System, Phone System for small business, Telephony, IP Phones, Irish telecom provider, Irish phone system provider, Irish Voip Provider...

