



## The **Complete** Club Management System

The Complete EPOS Card System linking to the market leading CLUB2000® suite of club management products

## Complete Club Management Systems

Established for over 25 years Club Systems employs over 25 staff covering sales, administration and a 7 day a week support department. Our head office is located on the edge of the Peak District National Park with regional staff based throughout England, Scotland and Ireland.

At Club Systems we pride ourselves on building relationships, developing products and listening to customer feedback. Users have helped us to develop products that fulfil the ever expanding and increasingly demanding needs of the golf industry.



### What is MerlinTouch™

Clubs have for many years been looking for ways to increase revenue and with the introduction of the Merlin-Touch™ loyalty card system, have managed to achieve this.

Since its launch in 2005, it has become the most successful EPoS Loyalty Card System in UK and Irish sporting and membership clubs.

Merlin-Touch™ has been designed and developed in-house by the Club Systems development team and is fully integrated into the market leading CLUB2000® suite of products.

Carrying out over 100 installations per year, Club Systems have an unrivalled knowledge in this field and with more than 12 years of customer feedback, have produced a product which suits all types and sizes of club.

### What can it do for your club?

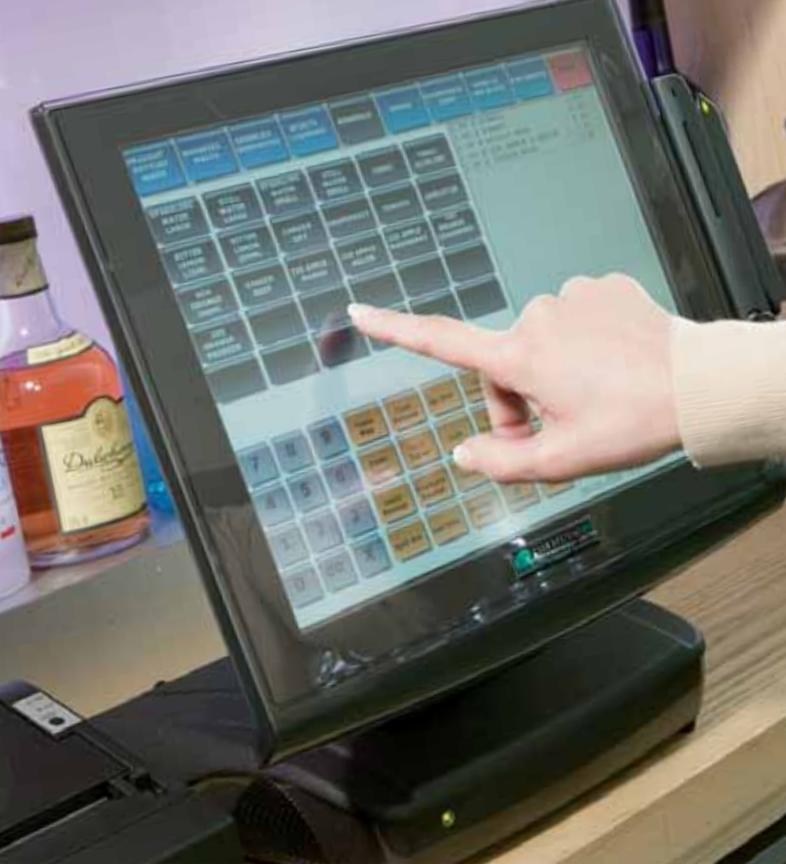
Introducing a loyalty card system enables clubs to increase their standard price at the point of sale, charging non members more, whilst retaining a lower member cost via an automatic card discount. The elevated visitor cash price, results in higher bar and/or restaurant revenue. Some clubs find that the implementation of a compulsory bar levy also encourages members to make more use of the club's facilities.

As an example, the club can increase revenue by:

- Increasing standard cash bar and/or restaurant prices
- Introducing a discount for purchases made with a prepayment card
- Choosing to implement a compulsory bar/restaurant levy
- Forfeiting of unspent money at the end of the year (optional)

Card levies collected through CLUB2000® membership are seamlessly added to the card balance and a multi purse function allows the club to split bar, restaurant and competition charging. Clubs can offer members a variety of card discount levels based on either membership type or spends/top-ups over a given period.

- **Fully integrated within CLUB2000® Membership module** - Card transactions held within member's standard record
- **Simple to read EPoS reports from within CLUB2000®**
- **Product Management within CLUB2000®** - No separate programming software
- **Flexible bill splitting** - Share the cost of a meal or bar bill between the members' cards at the till
- **Advanced Bar & Restaurant table tracking** - Run Cash or card tabs. Option to swipe a card to open a table tab
- **Flexible recharge** - Top-up card at bar, restaurant till or in back office
- **Programmable cashier keys** - Choose privileges for each cashier
- **Flexible receipts** - Choose to print all receipts or card receipts only
- **Customised receipt footers** - Advertise local companies or forthcoming events
- **Multi-Purse** - Allows for separate bar and food levies or competition entry fee account
- **Multi-level member discounts and credit limits** - Give various product group discounts and/or credit limits to different member types
- **Moveable till** - Remove till from system temporarily, members balances catch up on reconnection
- **Multiple pop-up windows** - Allowing for printing of menu options and cooking instructions on remote kitchen printer
- **Time and attendance** - Cashiers log on and off at start and end of shift to produce time sheets
- **Full Stock Control** - Purchase orders, deliveries, spot checks and full stock take reports in the bar or back office
- **Function control** - Purchase tickets for functions at the bar with detailed reporting in CLUB2000® Membership
- **SQL databases** - For reliable, fast and efficient data storage
- **Reliable die cast aluminium tills**



## Installation and Training

The individual set up of the system is programmed and tailored to the customer's requirements, in advance of the agreed installation date.

During installation, training is given to 'front of house' staff to ensure the smooth and efficient operation of the system at the point of sale. In the 'back office', staff will be shown the day to day management of reports and maintenance of bar prices and products.

As the system is part of the membership and management module, the set up and running of the Merlin-Touch™ is very intuitive and many of our existing customers will find it extremely simple to use. The Merlin-Touch™ delivers new standards in integration, functionality and simplicity. CLUB2000® Membership users will find card transactions and balances displayed on their standard membership record, meaning just one piece of software. Printing reports and changing prices from within CLUB2000® means administration staff have little new to learn, therefore an installation can be less disruptive to both staff and club members.

## What is included

- Colour Touch Till
- Cash Drawer
- Magnetic Card Reader
- Software - Fully Integrated CLUB2000®
- Receipt Printer
- All necessary cables (supply only)
- 5 x Magnetic Cashier Keys
- 2 x 2 GB USB Memory Backup Sticks

Telephone Support is available from 9.00am until 9.00pm 365 days a year. One year hardware warranty is included. Clubs are offered ongoing hardware maintenance after the first year. Software updates are included within the software support charge bringing regular new features and customer requests.

# Experience the magic of MerlinTouch in YOUR club

For further information or to arrange a demonstration please contact a member of our sales team on

**01663 766999**

or email [sales@club2000.co.uk](mailto:sales@club2000.co.uk)

## Complete Club Management Systems



Market leading club management software encompassing Membership & Financial Control and Men's & Ladies Scores and Handicapping software.



Offering telephone support 365 days a year from 9am to 9pm. Including Client side support - remote access, Data Security - back up data to CLUB2000® servers, automatic internet downloads.



15" desk or 17" wall mounted screens enable forward booking, competition sign-in, score entry and swipe card balance.



The largest network of golfers anywhere in the world. Holding the handicaps, results and scores of approximately 1,000,000 golfers.



Online booking system integrating with your CLUB2000® software. It can be used as a back office tool for bookings as well as allowing your members to book into competitions through touch screen terminals. The system will also allow visitors to book and pay for green fees online.



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