

Moneris  ^{®/MD}

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Moneris + The Orchard Group

- Previously known as the “Old Orchard”, and recently the “Ye Olde Orchard Pub and Grill”, the Orchard Group is a family-owned business that first opened in Montreal’s Monkland Village, in 1996
- The celtic-style bar and restaurant offers a cozy atmosphere, pub classics like burgers and fish and chips, and a hearty selection of beer, wine, and cocktails.
- There are currently seven locations across Quebec, and a sister branch called the Lord William Pub
- The Orchard Group is using the MOVE 5000 4G and Wi-fi-supported terminal as their preferred payment solution

Line of business:

Restaurant

Website:

<http://yeoldeorchard.com/>

Products used:

Move5000 4G



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Joe Pilotte
VP Operations,
The Orchard Group



Background

Born and raised in Montreal, Quebec, Joe Pilotte started working in bars when he was just 16 years old. His first gig as a bus boy was at the once popular Jello Bar – a live music venue in Montreal. It was the catalyst to his career in the restaurant and bar space. “I always had an affinity towards this industry. And to be honest, I always thought it was really cool. I started working as a doorman at different bars until eventually finding the Old Orchard,” said Joe.

Joe joined the Orchard Group in 2005. “I started when they opened their second location right at the Bell Centre in downtown Montreal and have been with the restaurant ever since. I was a doorman at first, then later took on the opportunity to become a daytime bartender.” While working

at the restaurant over the next few years, Joe learned all the ins and outs of the business. “It felt like home. I had friends that worked there, and over time I knew I wanted to grow with the company. They’re really good with trusting their team members and giving us autonomy; allowing us to thrive within the business,” said Joe. Today, Joe is co-owner and vice president of operations, and is responsible for supporting the staff and management of all locations.



Challenge

Joe has learned a lot after almost two decades building his career in the industry. But providing the best service possible while learning how to effectively support the ever-changing needs of his staff have proven to be an ongoing challenge. "I think this industry has a bad reputation for sometimes overworking managers, mistreating employees, and having a negative culture. Coming from an old-school mindset of the restaurant industry, I understand things need to change," said Joe. "We want everyone on our teams to have fun and if they're going home, having nightmares about coming to work, then we have a responsibility to make sure we're doing the right thing as employers."

This was especially felt in the aftermath of the pandemic, which changed the dine-in and service landscape for many bars and restaurants. Joe found that while they were incredibly lucky to keep





their doors open across each location, getting their waitstaff to stay was a big issue. “A lot of people didn’t want to work, and a lot of people didn’t come back. We understood why, but it was tough,” said Joe. “We did our best to keep our main players employed during COVID. We did take out, we paid our staff at a higher hourly wage because gratuity was sparse, and we did everything we could to reopen our doors when the time came.”

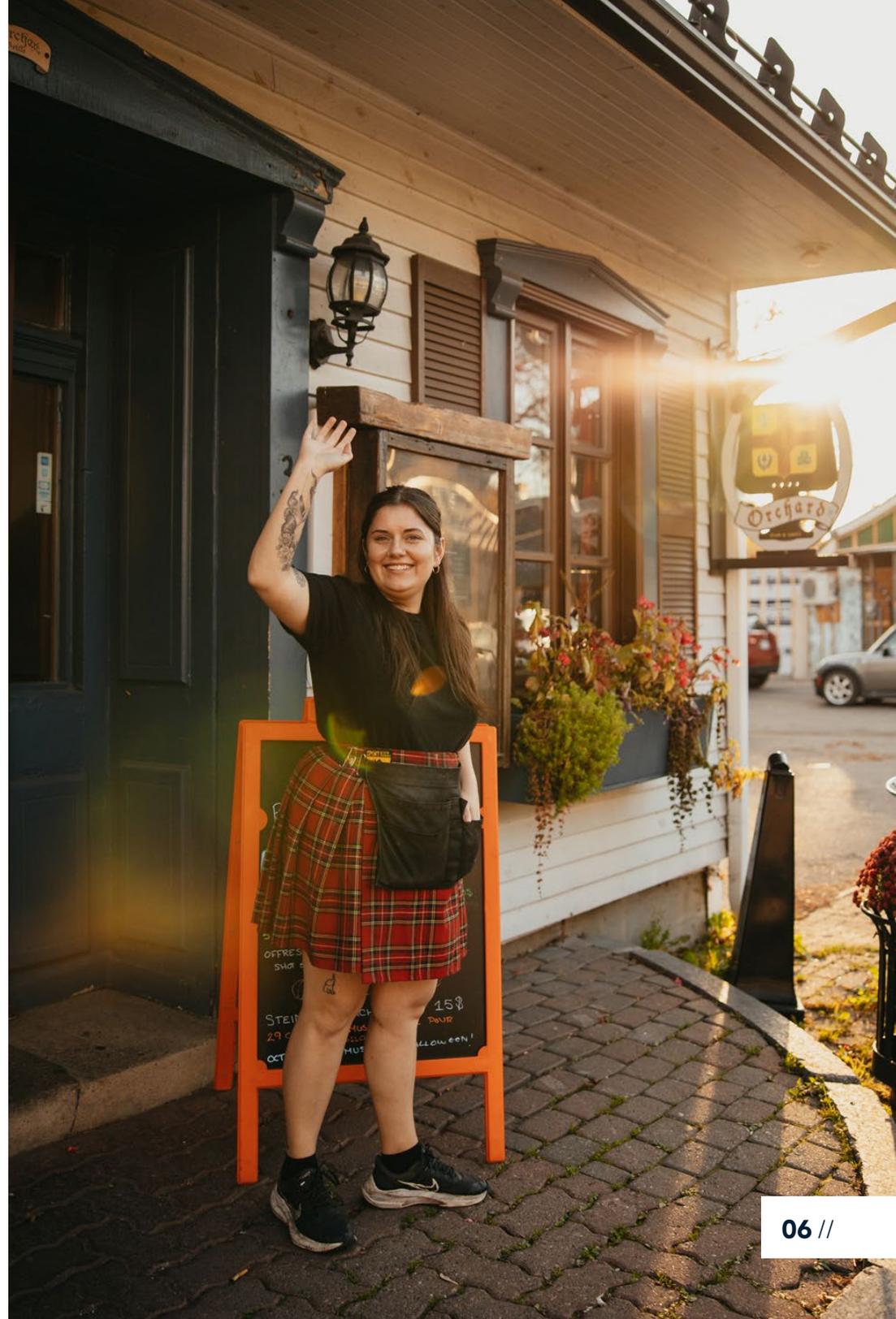
In the end, . Joe was proud to have kept the restaurant managers employed through the duration of the pandemic. As for the waitstaff, they hired for roles where it was needed, and continued to deliver a great service to their community - which was not an easy feat.

Community Support

Joe recalls the outpouring of support they received from their patrons during the pandemic.

“Our community was absolutely incredible. We had delivery service partners who took a big percentage of our sales, and many of our customers understood that. They would come into the store for take out and pick up the food themselves, which was a huge help.”

People would also come in to support the business in other ways, like purchasing gift cards, merchandise, or even just stopping by for some friendly conversation. “At the same time that we were struggling, we knew our community was hurting too. They were afraid, just like us. No one knew what was going on, but they came through and stayed for us. It meant the world,” said Joe.



Why Moneris?

Since joining the Orchard Group, Joe doesn't remember a time when Moneris wasn't their preferred payment processor across all locations. While the business did try out a different processor for a period of time, they decided to bring Moneris back and have stayed with the company ever since. "Moneris is a well-known, trusted brand. They are a staple in the industry and are very good at what they do. They are constantly trying to evolve their products and services to fit the needs of their customers," said Joe.

Moneris' customer service and support played a big role in the restaurant's decision to remain a long-term client. Joe recalled a time when a customer service representative reached out to him for a quick conversation, to which Joe immediately declined and tried to cut short. "I thought it was just another sales call and I didn't have time to deal with them. But the person on the other end was persistent. The representative simply said, 'No, I'm here to help you!' I immediately regretted trying to let him go," said Joe. "He was calling to share important information about products we might want to consider for the restaurant that could save us money and who we could go to for help." To this day, that representative has remained a main point of contact for Joe. "We speak often, and he's been an incredible partner for us after all this time," said Joe.

“**The terminals take our customer's payments and gets us our money, what more can we ask for?**”

Joe Pilotte
VP Operations,
The Orchard Group

Looking ahead

"We're a Quebec-based business and we're proud to be here. We'd for sure like to open a few more locations in the province. And then who knows? Opening a location in Ontario would be great, or even in another neighbouring province. We have a lot in common and it would be ideal," said Joe.





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