



## CASE STUDY: DRIVING EFFICIENCY SAVINGS AT REVO WITH CLOVER

# Enhancing customer service while reducing point-of-sale spend with streamlined ordering and payments solution

### The client

Revo Kitchen & Terrace is a restaurant and bakery, located on Weston-super-Mare's seafront on Marine Parade. Revo also offers a bar and glow in the dark crazy golf course, Revo Glo Golf, on site.

### Benefits of Clover implementation

With Clover's integrated solutions in place, the Revo team can focus on serving customers face-to-face from their handheld devices, without needing to divert back to the bar to process their orders or payments. As well as enhancing customer service and streamlining operations for staff, the new Clover system has also facilitated savings of 10 percent on the annual cost of Point of Sale (PoS) and card terminal charges previously incurred by the business.

Added to which, the Clover solution is far easier to use, with Revo employees able to log in and make necessary changes to the system – for example, on promotions – with updates appearing in real-time, and without needing to rely on one central computer. While Revo previously had a number of fragmented back-office systems in place, Clover has offered a much slicker all-in-one solution.

### Charitable collaboration

Revo hosts a bi-annual Charitable Memorial Ball on behalf of the Axentis Michael Charitable Trust, a local charity created in memory of Weston-super-Mare hotelier and businessman, Axentis Michael. The Trust's next Charitable Memorial Ball – due to take place in November 2025 – will raise funds for local groups, charities and organisations that work in the community. Clover will deliver 15 of its payment devices to support Revo in the smooth running of the fundraising event.



### The Challenge

Streamlining operations for front-of-house staff was a priority for Alex Michael, managing director of Revo. The company's previous card payment solution meant Revo's serving staff were having to move between customers back to the bar to process orders and take payments, resulting in longer waiting times. Added to which, any changes the team wanted to make – such as initiating promotions in response to a stock surplus – were having to be made from one central computer in the back-office.

### The Solution

Clover had been highly recommended to Alex by a friend and he was very familiar with its heritage as a trusted payments solutions provider globally. Following a consultation process, Revo deployed a host of Clover solutions for the Kitchen & Terrace site – one Station Duo, six Flex's and Clover Dining Software across its full-service restaurant, as well as a Clover Mini for both the Revo Glo Golf and Revo Bakery areas.

Additionally, Clover was deployed into a second site – The Old Thatched Cottage Restaurant, delivering one Station Duo, five Flex's and Clover Dining Software.



## Testimonial from Revo

**Alex Michael, managing director:** “Revo has been trading for coming up to four years, launching at the backend of the pandemic, which was a testing time for any fledgling hospitality business. With Clover’s support in the last year, we have seen significant efficiency savings and an improvement in our speed of service. This has been the case even during busy periods for the business, for instance, during a recent spell of warm weather. In fact, in April 2025, takings were up by 30 percent, yet we managed with two fewer staff members than usual. This has also alleviated some recruitment challenges being faced by the industry as a whole.

“With Clover’s end-to-end solutions in place, my team can focus on serving our customers. The deployment has also greatly streamlined our back-office operations, with any changes we need to make being actioned in real-time and from more than one device.

“Lastly, Clover’s customer service has been excellent. Our account manager has ensured the deployment has run smoothly and that any questions are met with a swift response, which has been greatly appreciated.”

Ready to revolutionise your business operations with Clover? Visit [uk.clover.com](https://uk.clover.com) or contact our sales team for a personalised consultation today.



**Name:** Revo Restaurant

**Website:** [revokitchen.co.uk](https://revokitchen.co.uk)

**Location:** Weston-Super-Mare, United Kingdom

**Business type:** a restaurant located on Weston-Super-Mare’s seafront on Marine Parade.

## Conclusion

The implementation of Clover’s innovative payment solutions has significantly transformed operations at Revo Kitchen & Terrace. By streamlining order processing and improving the overall customer experience, Revo has not only enhanced its service efficiency but also achieved notable cost savings and increased revenue. The flexibility of Clover’s systems has empowered the staff to serve customers more effectively, even during peak times, while simultaneously addressing staffing challenges in the hospitality industry. As reflected in Alex Michael’s positive testimonial, Clover’s robust customer support and real-time operational capabilities have proven invaluable, allowing Revo to thrive in a competitive landscape. This case study exemplifies how strategic technology integration can drive efficiency and elevate service standards in the restaurant sector.