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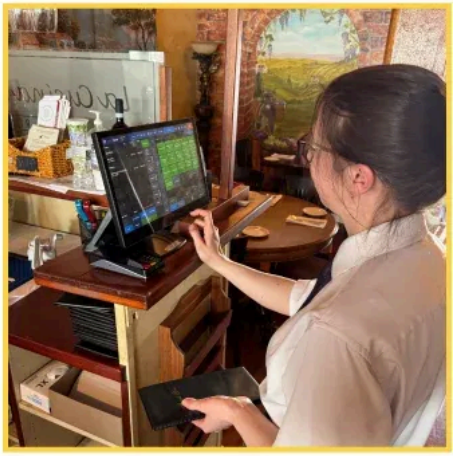
TABLETURN SUCCESS STORY

How TableTurn Is Supporting La Cucina Sul Mare 's Dreams of Growth

Faced with rising costs and unreliable support from their previous POS, La Cucina Sul Mare made the bold decision to switch to TableTurn just one week before peak season. The result: zero downtime, instant staff adoption, lower processing costs, and a better overall experience for both employees and customers—making a planned expansion feasible from both a financial and service perspective.







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TABLETURN SUCCESS STORY

La Cucina Sul Mare

About La Cucina Sul Mare

La Cucina Sul Mare is a family-owned restaurant in Falmouth on Cape Cod. Opened in 2002 by Mark and Cynthia Cilfone, La Cucina is the result of years of experience, passion, and a shared dream that began when the two met working at a well-known Italian restaurant in Florida.

After relocating to Massachusetts, Mark and Cynthia spent years working in local restaurants before opening their own. Today, La Cucina Sul Mare is a true family operation, with Mark and Cynthia's children, Winslow, Carmen, and Sofia, playing active roles in the business. Sons Carmen and Winslow also support the restaurant as merchant service providers, connecting La Cucina to the payment and sales technology they trust most.

The Challenge: High Costs, Poor Service, and Inefficiencies

Like many restaurants, La Cucina Sul Mare relied on POS systems that worked, but came with growing frustrations.

Before TableTurn, the team had experience with multiple platforms, including Toast. While Toast was easy to use, steep fees for processing, software, and add-ons made it difficult to control expenses, and customer support became increasingly unreliable.

Carmen and Winslow were also familiar with TouchBistro, which introduced new challenges: lack of key features, simple tasks were tedious, and management changes required being physically on-site, limiting flexibility for a busy operation.

After multiple frustrations, the team needed a solution that combined ease of use, flexibility, and cost savings without disrupting their fast-paced operations.

The Solution: A Seamless Switch to TableTurn

La Cucina Sul Mare was introduced to TableTurn through Carmen and Winslow's existing partner relationship with Electronic Payments. As participants in the TableTurn beta program, they also had the opportunity to provide direct feedback and help shape the platform's development based on real restaurant needs.

Still, even as part of the beta program, the decision to switch wasn't taken lightly—especially given the timing. The best opportunity to implement the system came just one week before Memorial Day, one of the busiest times of year on Cape Cod.

La Cucina Sul Mare

> ***"We were really worried about switching right before Memorial Day—we could have lost money if it didn't go smoothly... but we installed it at night and opened with it the next day—no downtime."***
>
> • **Winslow Cilfone**

Despite those concerns, La Cucina moved forward with TableTurn, and the transition proved seamless. The system was installed overnight, the restaurant opened the next day fully operational, and staff adapted immediately, with little to no formal training required.

> ***"One of our servers started using it and asked, 'Did Toast do an update?' She didn't even realize we had switched...she just immediately knew how to use it."***
>
> • **Carmen Cilfone**

The Results: A Stronger Foundation for Growth

Since implementing TableTurn, La Cucina Sul Mare has seen improvements across operations, cost management, and customer experience.

Reliable, High-Speed Performance

From a performance standpoint, the system has kept pace with—and in some cases exceeded—their previous solutions.

> ***"It hasn't slowed us down at all. If anything, it's on par or faster than Toast. And by the end of beta, I think it will be even better."***
>
> • **Winslow Cilfone**

La Cucina Sul Mare

Meaningful Cost Savings

One of the biggest advantages has been cost savings. Lower processing rates and reduced software fees have allowed the business to reinvest in growth.

> ***"We're saving money on processing, and that's going toward building out our rooftop dining area."***
>
> • **Carmen Cilfone**

Streamlined Operations

Operationally, TableTurn's flexibility and ease of use have made everyday tasks more efficient—both on the floor and behind the scenes.

Staff can quickly update menus, create specials, and make bulk changes using features like mass item updates and cloning, saving time during busy service periods.

The system also improves order flow and kitchen coordination. With course-based "hold" functionality, staff can control exactly when items are sent, avoiding the all-at-once limitations of previous systems.

> ***"The reporting is so easy to use... and you can go to any terminal and pick up right where you left off, even if the internet is down. That's a huge differentiator."***
>
> • **Winslow Cilfone**

Elevated Customer Service

On the customer side, TableTurn has enabled new capabilities while improving existing interactions.

Automated takeout text notifications keep customers informed when orders are ready, while online ordering—previously too expensive to justify—now provides an additional revenue stream for the restaurant.

La Cucina Sul Mare

Handheld payment devices also enhance the checkout experience. With the "checkbook" feature, guests can complete payment on their own time, eliminating the awkwardness of staff waiting tableside.

> ***"Customers wouldn't even know we switched—it was that seamless."***
>
> • **Carmen Cilfone**

Dependable Support

Beyond features, the team emphasized the importance of strong, consistent support.

> ***"We came to EPI because we knew the support would be there."***
>
> • **Carmen Cilfone**

Ready for What's Next

With a reliable POS system in place and ongoing product improvements through the TableTurn platform, La Cucina Sul Mare is well-positioned for continued growth while staying true to its roots as a family-run restaurant focused on great food and exceptional service.

Find out how modern restaurant payment technology can help your business improve efficiency, enhance customer satisfaction, and stay competitive with TableTurn POS. Learn more about our merchant services.

See how TableTurn can help you simplify operations, improve the customer experience, and grow your business.