

Case Study – Spisestuerne, Copenhagen Business School

# CASH DIFFERENCES REDUCED BY 100%



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*With SafePay we have zero cash differences,  
zero people queuing at the till and zero staff  
problems associated with cash handling*

Kim Frølund

Technical Manager, Spisestuerne

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## Background

Spisestuerne runs seven canteens affiliated to the Copenhagen Business School (CBS). It prepares and serves breakfast, lunch and dinner to students and staff on a daily basis.

CBS is one of Denmark's eight universities and also one of the largest business schools in Europe. It is attended by over 20,000 students and employs 1,500 people.

For more information visit <https://www.spisestuerne.dk/> and <http://www.cbs.dk/en>.

## Challenge

Spisestuerne serves food to the students and staff of the Copenhagen Business School at several different canteens. What makes each canteen's task challenging is that its customers always come at the same time – in between lectures – and this creates long queues.

Spisestuerne has to deal with 8,000 transactions a day, mostly for small amounts and many of them in cash. This means a lot of manual cash handling and a lot of time spent counting cash at the end of the day. Manual cash counting has also led to daily cash differences which while often small, build up to more significant losses over time.



## Solution

Spisestuerne installed four SafePay self-service payment stations at the checkouts of three of its CBS canteens. Spisestuerne's Technical Manager, Kim Frølund, says this has solved all the previous cash handling issues they had.



*We wanted staff to be able to spend more time away from the till to perform more service-oriented tasks and SafePay has allowed this.*



**Kim Frølund**  
Technical Manager, Spisestuerne

The SafePay payment stations accept both notes and coins, and automatically return the correct change to the customer. Staff are not required to handle the cash at all. The payment stations store cash in secure cassettes and recycle it as change throughout the day. The system keeps a constant check on cash levels and at the end of the day, reconciliation is automatic. This eliminates cash differences entirely and makes time-consuming manual cash counting procedures a thing of the past.

## Customer Benefits

- Elimination of cash differences
- No manual handling of cash or cash counting
- More time to focus on customer service
- Constant monitoring of cash levels
- Automatic reconciliation
- Prevention of loss and theft
- Elimination of queues



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*I can really recommend SafePay to prevent loss or theft – and perhaps best of all it saves a lot of time.*

Kim Frølund

Technical Manager, Spisestuerne

## For more information



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