

“Elavon are a great company to work with. We use card processing systems that meet the demands of our business and make our lives easier.”

Sharon Hollywood
Director of Operations



Fire Talk About Ireland’s Leading Card Payment Expert For Restaurants

Fire Restaurant is located in the heart of Dublin and is consistently voted one of the best restaurants in Dublin city centre. As well as the quality of their food, Fire pride themselves on making their customers feel welcome and at ease.

Sharon Hollywood, Director of Operations says, “Fire’s not all about the food or about the drinks, it’s about the overall experience.”

The restaurant can seat up to 260 people at any one time so being able to provide a slick and seamless payment service at the table is imperative.

Emer Splillane, Fire’s Financial Controller says, “Elavon came in and recommended the terminals and system we’d need and what would meet our business needs.

For any restaurant the busiest part of the week is from Friday to Sunday and for the accounts team Monday means a lot of reconciliation from the weekend trade. Elavon ensure that this process is quick and easy.

“With iMerchantConnect, I can simply log in and instantly see what has been funded into the bank that day. Having the money in the bank improves our working capital and that’s important to our business. For us, as a large restaurant, it has been so easy to use and the service provided has been absolutely excellent.”

Sharon says, “Elavon is actually a very good product. It’s seamless so it’s easy to use. From a customer perspective they want to relax, hand over their Chip and PIN and ensure that their payment goes through quickly.”



“With Elavon, it always works - it’s easy to use and never a hassle. Our card machines have never let us down so it never gets awkward at the table. It’s really good.”

Ruth Hearty
Waitress



A restaurant like Fire is busy 7 days a week and at weekends it’s particularly popular with lovers of good food. In addition to a popular restaurant, Fire has a lively bar, so it is important to be able to ensure payments are processed quickly either at the bar or at the table. Having the ability to process contactless transactions in the bar is ideal for Fire. Emer says that having Contactless payments is particularly important for customers downstairs in the lounge where a pay-at-table experience is more customer friendly.

Sharon believes that it’s important that they work with a payments provider that understands their business requirements. She says, “We’ll definitely continue working with Elavon. The relationship is very good and

they understand our needs. They keep us up to date with the latest technology and we’re excited about the new technology they’re going to have in the future.”

Menu of payment services

- Next day payment for all transactions
- A dedicated account manager
- Comprehensive online reporting tool for the accounts team
- At-table card payment solutions
- Terminals installed by engineers with onsite staff training



 www.elavon.ie/restaurant