

FASTER CASH COUNTING FOR FASTER SERVICE

How KFC Hong Kong reduced manual counting time, improved record keeping, and achieved payback in less than 15 weeks.



RESULTS OVERVIEW

500+

Staff Hours
Saved Weekly

30 min

Saved Per Store,
Per Day

<15

Weeks to Payback

THE STORY IN BRIEF

KFC Hong Kong and Macau, operated by Jardine Restaurant Group, wanted to improve store efficiency as part of a wider innovation strategy.

With cash still playing an important role in daily operations, the business saw an opportunity to modernise cash handling, simplify store processes, and give teams more time to focus on the customer experience.



Manual Counts



Manual Entry



Slower Service

THE CHALLENGE

With high volumes of cash handled daily across multiple locations, maintaining consistency and control at store level was becoming increasingly difficult.

Manual processes limited visibility, created inconsistencies between sites, and added pressure on store teams when managing discrepancies.

KFC Hong Kong needed a solution that could standardise cash handling, improve accountability, and scale across a fast-paced, multi-site environment.

THE SOLUTION

The project began with a discovery session at KFC's Whampoa store, where Cashmaster assessed daily cash handling processes.

Following a successful trial, Cashmaster One Max was selected to automate and standardise cash counting, with Cashmaster Printer One providing auditable reports to support accountability.

Custom removable till cups were developed for existing drawers to speed up coin handling, while pre-configured devices and Cantonese on-site training supported quick adoption.



THE OUTCOME

Following the successful trial, KFC Hong Kong rolled out Cashmaster One Max and Cashmaster Printer One across 75 outlets.

The results were immediate. Each store saved around 30 minutes per day, adding up to more than 500 staff hours saved each week across the business.

Back-office preparation and data transfer time were significantly reduced, while data-entry errors were virtually eliminated. Management information also became available centrally, helping teams make quicker, better-informed operational decisions.

The commercial return was rapid, with full ROI achieved in under 15 weeks. Store teams also reported a simpler, more accurate counting process with less disruption to daily operations.

AT A GLANCE

Customer: KFC Hong Kong and Macau

Sector: Hospitality / Quick Service Restaurant

Solution: Cashmaster One Max with Cashmaster Printer One

Rollout: 75 outlets

Payback: Less than 15 weeks



Time Saved



Fewer Errors



Better Visibility



“We are very satisfied with our investment in Cashmaster technology. Our staff are also very happy with the Cashmaster One Max devices as their daily cash counting tasks have become much easier and opportunities for errors in counting and in record keeping have been significantly reduced.”

Rocky LOK, CFO of KFCHK

GET IN TOUCH

Ready to make cash handling faster, more accurate, and easier to control?

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