# Innovation in a traditional sector comes from Komárno

Within the project of cross-border cooperation of Slovakia and Hungary SK-HU Interreg „Emerging young EntrepreneurS" took place competition of Slovak and Hungarian startups. On 4 to 5 April 2019 was held in Budapest the IV. Startup Forum and following Startup Expo including presentations of Slovak and Hungarian startup finalists. The representative of the Slovak project partner the Institute of Management of the Slovak University of Technology in Bratislava – Assoc. Prof. Marián Zajko talked to the manager of one of three Slovak winners of the competition Mr. Gyõrgy Papp from the startup CANTWAITER s.r.o. from Komárno.
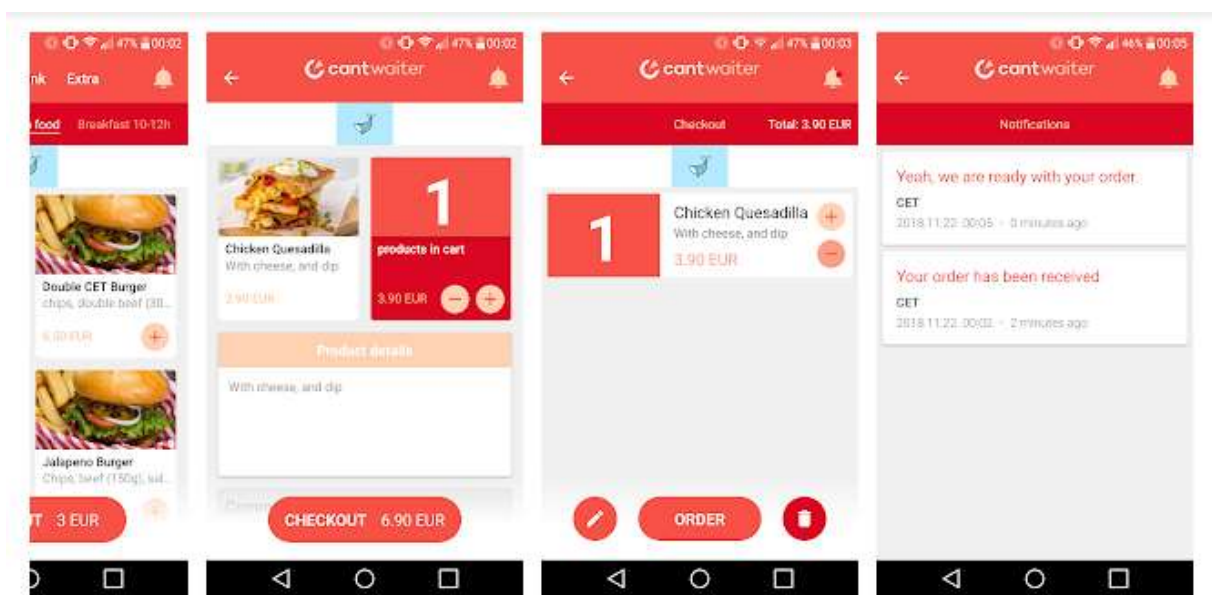
What is your business field and what is the purpose of your application Cantwaiter?

Our effort is the innovation-driven entrepreneurship in a traditional field of hospitality services. Cantwaiter is a mobile application that makes the order management more comfortable for both waiters and customers in any restaurant, buffet or canteen (HORECA sector). With this business owner can modernize, a little bit revolutionalize the service for their guests. It is well known that the HORECA sector suffers from the lack of HR, nowdays not only good quality HR, but any kind of HR, so using innovative technologies can be very attractive. What is more the increasing number of smartphones, and the usage of smartphones also prove that using smart and exciting solutions is needed even in this sector. Youngsters are using their phone for every kind of activity so using your phone to order in a restaurant seems obvious. And this is not only obvious for customer, but for businesses as well. What a great idea to increase the service quality because of a smart solution. At the beginning this will for sure create a selling point to business owners, later it will be a must to have. It seems that automatization penitrates nearly every aspect of our lives. Earlier, the big automotive companies and huge tech companies robotized their processes, and now it seems HORECA sector can step forward as well and adopt modern technologies to innovate the business.

The good news is, that with Cantwaiter you wil not lose the personal touch as your mobile phone cannot bring you your favourite dish..... yet.

Cantwaiter presentation at the Budapest Startup Expo on 4 April 2019

How did this business idea come about?

An easy question, I think everybody has had the experience before, that waiting to be served by a waiter is not that satisfying. We like going to restaurants, bars, festivals, but we are do notlike to queue up or wait for the menu cards or bills there. Also, I do not think I am saying any novelty, this sector lacks human resources which leads to bad quality of service or high costs or both.

When did you launch your application to the market?

We developed the application in the third and fourth quarter of 2018. However, this is a mobile application, that will be updated and developed in the future as well. This means we are very new and fresh, our goal is to spread it fast from now on.

What has been the response of your customers insofar?

Well the results have been surpisingly good up till now. As a matter of fact, of course we anticipated positive feedbacks -that is what made us start the development. However, from customer side, almost everybody has liked the idea of using the mobile phone to order, and it is not the young generation only but elders as well, that is well beyond our expectations.

Do you plan to penitrate to the foreign markets?

This project has been international from the scratch. Our team has also been international, so it is straightforward that we are not only focusing on one country, but for several in he EU in parallel. Right now we are in contact with many businesses in Slovakia and Hungary, but we have also contacted some in Austria. As I have said, the plan for 2019 is to sell the service as fast as we can. We do not stop developing as we already have a lot of ideas how can we provide our service even more beneficial for both businesses and end users.