



QSR Fact Sheet

QSR Automations, headquartered in Louisville, KY with offices in the United Kingdom, is a global industry leader in kitchen automation and guest management services. Since 1996, restaurant operators have turned to the brand's signature platform, ConnectSmart®, for customized solutions to improve the guest experience and drive operational excellence. Used in 21 of the nation's top 25 casual dining chains, ConnectSmart leverages data to create customized solutions that make calmer kitchens, simpler workflows, and happier guests.

**We didn't just
pioneer restaurant
technology.**

We perfected it.

QSR BY THE NUMBERS

80+ POS
PARTNERS
WORLDWIDE

7+ SOLUTION
PARTNERS

140+ GLOBAL
RESELLERS

170+ EMPLOYEES

25+ YEARS

OF RESTAURANT INNOVATION

For over 25 years, QSR has innovated technology that pushes the dining industry forward. Through iterations of kitchen automation, a guest management platform for restaurants and so much more, QSR

embraces the change that restaurateurs, diners, and other employees face every day. The company's passion is to make restaurants smarter—and they continue to innovate today to help restaurants of all sizes around the world.

1996

Founded by Lee Leet, QSR creates the first redundant kitchen hardware and software.

1998

QSR pioneers a kitchen display software for table service restaurants.

2003

ConnectSmart® Kitchen is born.

2005

The first iteration of a table management software, ConnectSmart Hostess, is introduced.

2008

QSR ConnectSmart offers fully integrated online capabilities and adds strategic partners in the UK and Canada.

2013

The first iteration of ConnectSmart® Host, DineTime Host, is created, followed by the creation of the DineTime consumer app.

2018

QSR acquires a division of Call Systems Technology and builds an international office in the UK.

2020

ConnectSmart® Go is launched, addressing the immediate need for smarter off-premise dining strategies at the onset of the global pandemic.

2021

During its 25th anniversary year, QSR opens its state-of-the-art technology campus and U.S. headquarters, and establishes new Product Strategy and Innovation departments.

2024

Introducing ConnectSmart® RecipesPlus, a revolutionary digital recipe solution.

Our Executive Leadership Team



Angela Leet
CEO



Anthony Griffin
President & CFO



Jennifer Karpinsky
VP of Business
Development



Megan Etscorn
VP of People & Culture



Brian Wayne
VP of Customer
Success



Ashley Sheppard
VP of Sales &
Marketing



Kathi Klein
VP of Hardware
Solutions & Support



Angela Ciliberti-Riedling
VP of Product Strategy



Shawn Campbell
Sr. Director of Software
Development



Julie Rudder
Sr. Director of Marketing



Josh Cates
Sr. Director, Shared Services

Our Solutions



ConnectSmart® Kitchen

A back-of-house solution to improve kitchen workflow and communication.



ConnectSmart® Host

A front-of-house solution that helps manage reservations, waitlists, tables, and serving staff.



ConnectSmart® Go

A smarter off-premise dining strategy.



ConnectSmart® RecipesPlus

An easy-to-use recipe software for training, quality control, and reducing the clutter and cost of recipe binders.



ConnectSmart® Insights

Data visualization and integration for a smarter, more profitable restaurant.

Hardware Solutions

BUMP BARS

Purpose-built to operate smoothly in harsh kitchen conditions.

CONTROLLERS

Reliable and flexible for any type of restaurant.

MOUNTING

Flexible and durable without compromising quality and functionality in a harsh kitchen environment.

TOUCH SCREENS

Designed to withstand demanding pace and harsh conditions, and minimize the hardware footprint.

ALL-IN-ONES

Reliable and flexible kitchen display hardware solutions for restaurants of all sizes and concepts.

Our Partners

POS INTEGRATION PARTNERS

Access EPOS
accesso Freedom
Ajour
Aloha (NCR)
Amicis Lifestyle Retail Modern
Appetize Activate (Shift4)
Bite Kiosk
BMI Leisure
Brink POS (PAR Technology)
Brunswick Sync (Brunswick Bowling)
CenterEdge Advantage
Clearview (Panasonic)
Cloud4Retail OmniPOS (GK Software)
Compris (NCR)
Comtrex POS2100
Counter Solutions (Givex)
Datasym
Digital Dining (Heartland)
Domino (Trivec)
EverServ (PAR Technology)
Flood POS for Hospitality
Focus POS (Shift4)
Foodics Cashier
Future POS (Shift4)
Galaxy POS (Gateway Ticketing)
Givex Vexilor

GoTab
Halo POS (Infor)
Heartland Restaurant
HotSauce
HSI POS (Oracle)
Ideal (Ideal Software Systems)
Infogenesis (Agilysys)
Infrasys Cloud (Shiji Group)
Infusion (PAR Technology)
IQTouch (Panasonic)
Java Beanstore (Flood)
Kapture
KDR Gold
Lightspeed K-Series
LucasPOS
Maitre'D (PayFacto)
Micro\$ale
MICROS RES 3700 (Oracle)
MICROS RES 9700 (Oracle)
MICROS Symphony 2nd Edition (Oracle)
NetPOS
NorthStar POS (CBS)
onePOS
Orbis
Orderly
PDQ POS (Signature Systems)

Pebble POS (PAL USA)
Penygon
Pixel Point (PAR Technology)
POSiTouch (Shift4)
PowerEPOS
QikServe Kiosk
Qu POS
R-Keeper (UCS)
Revel
Septim (ASW Systems)
Silverware AvrioX
Silverware SE
Siva (PAR Technology)
SmartPOS (Bepoz Global)
Snapfinger (Tillster)
Speedline POS
SpotOn Restaurant
Squirrel POS
TISSL Horizon
Toast (Coming Soon)
TouchSale POS (UnrealSoft)
Transight POS (Cuscapi)
Volante
XPR POS (Titbit)
Zonal Aztec POS

SOLUTION PARTNERS

Google

flybuy

OpenTable®

Smart Bar USA®
Automated Cocktail Dispensing System

JTECH®
AN IBM COMPANY

olo

curbit®

Latest Awards and Recognition

2019

AMERICAN BUSINESS AWARDS

Achievement in Web Writing/
Content—Gold Stevie® Award

2020

AMERICAN BUSINESS AWARDS

Support Department of the Year
—Bronze Stevie® Award

2022

STEVIE® AWARDS FOR WOMEN IN BUSINESS

Achievement in Customer
Satisfaction—Bronze Stevie® Award

Achievement in Growth—Bronze
Stevie® Award

NATION'S RESTAURANT NEWS

Most influential suppliers and vendors
in the country

2023

STEVIE® AWARDS FOR WOMEN IN BUSINESS

Achievement in Developing and
Promoting Women
—Bronze Stevie® Award

STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

Customer Service Department of the
Year—Bronze Stevie® Award

LOUISVILLE BUSINESS FIRST

Angela Leet—Most Admired CEOs

ROCKIT WOMEN

Angela Leet—NAWBO KY Women
Business Owner of the Year

HOSPITALITY TECHNOLOGY TOP WOMEN IN RESTAURANT TECHNOLOGY

Kathi Klein—Lifetime Achievement Award

Contact Us

QSR OFFICES

US Headquarters & Technology Campus
2700 Buddeke Drive
Louisville, KY 40206

UK Headquarters

Observer House, Caxton Way
Watford, WD18 8RJ

WEBSITE & SOCIAL MEDIA

QSRAutomations.com



MEDIA CONTACT

mkt@qsrautomations.com

