

CASE STUDY



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OVERVIEW

Rebuilding a Legacy: Green Gables Bar & Grill Brings a Beloved Community Landmark Back to Life with GoTab

For nearly a century, Green Gables Bar & Grill has been a cherished landmark at Lake Bloomington, Illinois. Founded in 1929 and rebuilt after a devastating 2022 fire, the third-generation, family-owned restaurant reopened in May 2024 with a modern layout and renewed spirit.

To match its revitalized space, owner Amy Tague implemented GoTab's flexible POS platform in 2025, streamlining service and empowering her team with real-time control. Guests now open tabs via QR codes, staff use handhelds for faster orders, and kitchen operations run seamlessly through GoTab's KDS. Technology now powers efficiency without sacrificing the personal, small-town warmth that made Green Gables a community favorite for generations.

COMPANY

Green Gables Bar & Grill

INDUSTRY

Restaurant & Bar

FEATURES

- All-in-One Point of Sale (POS)
- QR / Mobile Ordering & Payment
- Kitchen Display System (KDS)
- Online Ordering Platform



THE SITUATION

After a fire destroyed Green Gables' historic building, third-generation owner Amy Tague faced a daunting challenge: rebuilding both the restaurant and its operations from the ground up. As the team modernized the business, they needed technology that could simplify service, boost speed, and scale with demand, without losing the heart and hospitality that defined their family legacy. They reopened in May 2024 with expanded seating, a game room, an updated menu, and an outdoor patio.



From the start, [GoTab] was smoother and faster. The onboarding process was simple, the team was responsive ... I can text or call and get help right away. That level of service is something I've never experienced before.

—Amy Tague, Owner

THE SOLUTION

After testing a few POS systems that didn't quite meet the restaurant's needs, Green Gables implemented GoTab in September 2025. GoTab has brought flexibility, speed, and clarity to every aspect of service. QR codes let guests start tabs before seating, while handhelds and a kitchen display system sync orders instantly between bar and kitchen. Menu updates, pricing, and modifiers can now be adjusted in seconds, giving Tague total control. GoTab's responsive client support made implementation seamless, empowering the Green Gables team to focus on people instead of troubleshooting tech.

Online ordering has opened another lane of opportunity. Instead of taking to-go orders over the phone and jotting down details, customers can now place orders online, pay upfront, and get a text when their food is ready. "It's fast, accurate, and one less phone ringing off the hook," Tague said.

THE BENEFITS

- ✓ **Faster Service & Happier Guests**
Orders flow instantly between front and back of house.
- ✓ **Total Operational Control**
Real-time menu, modifier, and pricing updates.
- ✓ **Seamless Communication**
KDS eliminates paper tickets and confusion.
- ✓ **Technology that Enhances Hospitality**
Modern efficiency with a family touch.



More Than a POS



GoTab is a restaurant commerce platform designed to optimize **experiences and efficiencies**. Unlike **legacy POS systems**, we are the only platform that prioritizes the guest at the center of the experience. We operate in all hospitality spaces from **fast casual and fine dining** to resorts and entertainment venues with all the stops in between.