EPSON®

CASE STUDY:

My Place Café, Bar and Restaurant

Globally Inspired



Profile

Name: My Place Café, Bar and Restaurant

Location: St. Louis, MO

Founded: 2025

Website: myplacestl.com/

Challenge

Find point-of-sale (POS) technology engineered for reliability for an upscale, globally inspired dining destination designed as a modern, digital Country Club.

Solution

A complete point-of-sale system with GoTab POS platform and Epson POS printers to route and print customer orders or kitchen tickets seamlessly.

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My Place in St. Louis Relies on Epson Point-of-Sale Printing Solutions

The journey of My Place, an upscale café, bar and restaurant in St. Louis, was built around the philosophy, "this world is my place." The concept brings together world-class cuisine, international talent and advanced hospitality technology to create a dining experience unlike any other.

"My Place was five years in the making," said Sandeep "Sunny" Bhalla, founder, My Place. "I traveled to multiple countries to study food, technology and hospitality because I wanted to create something you couldn't find anywhere else. Everything from the menu to the staff to the technology comes together under one idea: this world is my place."

Guests can enjoy globally inspired dishes ranging from American comfort food to Indian and Mediterranean specialties, alongside innovative experiences such as a 52-tap self-pour beer wall, projection-mapped event space, and a "Smart Bar" that automates cocktail preparation.

When creating My Place, Bhalla's mission was simple: make every guest feel like family while delivering refined hospitality through thoughtful service and technology.

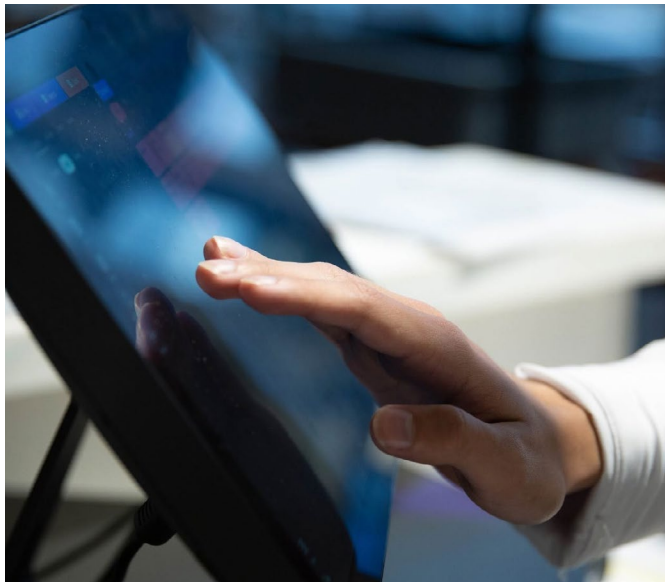
Challenge:

Find an Easy to Implement, Seamless POS Solution

Creating a one-of-a-kind hospitality concept required more than great food and innovative technology – Bhalla needed every system behind the scenes to work together seamlessly.

After evaluating numerous POS providers over a two-year period, My Place selected **GoTab** because of its flexibility and willingness to support an independent restaurant with highly customized operational requirements. GoTab allows My Place to run four distinct service models on one platform, giving an ambitious global concept the speed, labor efficiency and beverage control it needs while keeping the guest experience seamless across the entire venue.

Integrating the POS platform with the restaurant's Smart Bar automation, kitchen display systems (KDS) and multiple production stations required dependable printing that staff could rely on throughout the day.



“It took us nearly two years to find the right POS platform because our concept is different from a traditional restaurant,” said Bhalla. “We needed partners who were willing to help make our vision work. GoTab and Epson helped us bring all of those moving pieces together.”

Solution:

Optimized Workflow for a Busy Restaurant

Working alongside GoTab, My Place implemented Epson POS printing throughout the restaurant using **OmniLink® TM-m30III thermal receipt printers** and **TM-U220II impact kitchen printers**.

Epson printing solutions help connect GoTab, the Smart Bar, kitchen production and food preparation into one streamlined workflow, enabling staff to stay focused on delivering memorable guest experiences rather than managing technology.



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> **Sandeep “Sunny” Bhalla**
> Founder, My Place

"We built My Place around innovation, but innovation only works if the technology is dependable. Epson gives us the printing foundation we need so our team can focus on delivering a great guest experience."

Sandeep "Sunny" Bhalla
Founder, My Place





Every cocktail produced by the Smart Bar begins with a printed production ticket that tells staff exactly what to prepare. The kitchen and expo stations also rely on printed tickets to complement digital kitchen displays and keep food moving efficiently from order to service. My Place also has a café where GoTab and Epson printers are used for processing orders for coffee, specialty drinks, desserts and pastries.

The same integrated technology is now helping My Place expand beyond its four walls. The restaurant recently launched DoorDash delivery and takeout through GoTab, with Epson printers automatically supporting incoming online orders. Because the existing GoTab and Epson setup could support the new delivery channel, My Place did not need to purchase additional equipment.

My Place also recently introduced a direct takeout menu through GoTab featuring 10 items for $10. The globally inspired menu brings together American, Asian, Mediterranean and Indian dishes, giving customers an affordable way to experience the restaurant's diverse culinary concept. Online orders are sent through GoTab and printed through Epson printers, extending the restaurant's existing workflow into its growing takeout business.

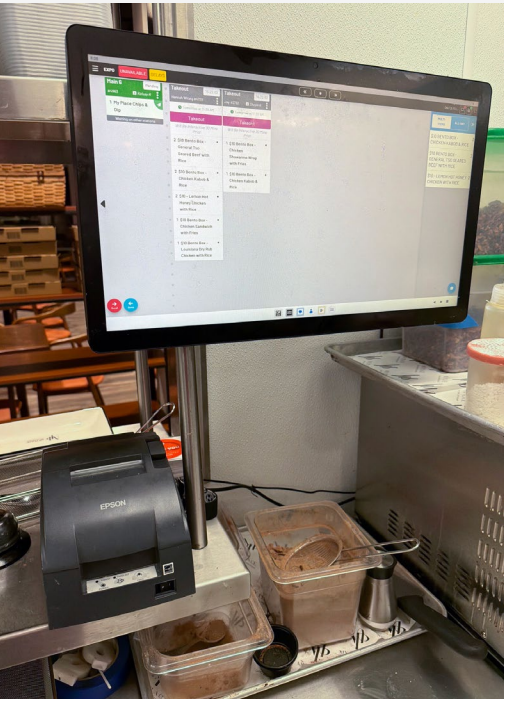
The Epson printers enable continuous, high-performance production printing across every service area while providing the flexibility to expand as the restaurant grows.

"We built My Place around innovation, but innovation only works if the technology is dependable. Epson gives us the printing foundation we need so our team can focus on delivering a great guest experience," said Bhalla.

"We're taking a step-by-step approach as we build the My Place brand. We can add new ways for customers to order without having to completely change our technology. GoTab and Epson give us the flexibility to keep growing."

Sandeep "Sunny" Bhalla
Founder, My Place





The Results:

Printing Keeps Operations Flowing

Dependable printing has become an essential part of maintaining efficient workflows across the restaurant's unique combination of dining, beverage and entertainment experiences.

"Even with digital systems throughout the restaurant, printed tickets are still critical to our operation. Every drink made through our Smart Bar starts with a printed ticket, and our kitchen team depends on printed orders to keep everything moving accurately," said Bhalla.

Restaurant technology needs to perform consistently during every service. Since opening, My Place has relied on Epson printers to support consistent kitchen and bar operations.

"The Epson printers have been rock solid – they do exactly what we need them to do, and we've had no issues. When you're running a busy restaurant, that's exactly what you want."

With DoorDash delivery and a new direct takeout menu now integrated through GoTab, My Place can extend its hospitality concept to customers beyond the restaurant while continuing to rely on the same printing infrastructure used throughout its existing operations.

For Bhalla, that flexibility is an important part of building the My Place brand.

"We're taking a step-by-step approach as we build the My Place brand," said Bhalla. "We can add new ways for customers to order without having to completely change our technology. GoTab and Epson give us the flexibility to keep growing."



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