

Moneris  ^{®/MD}

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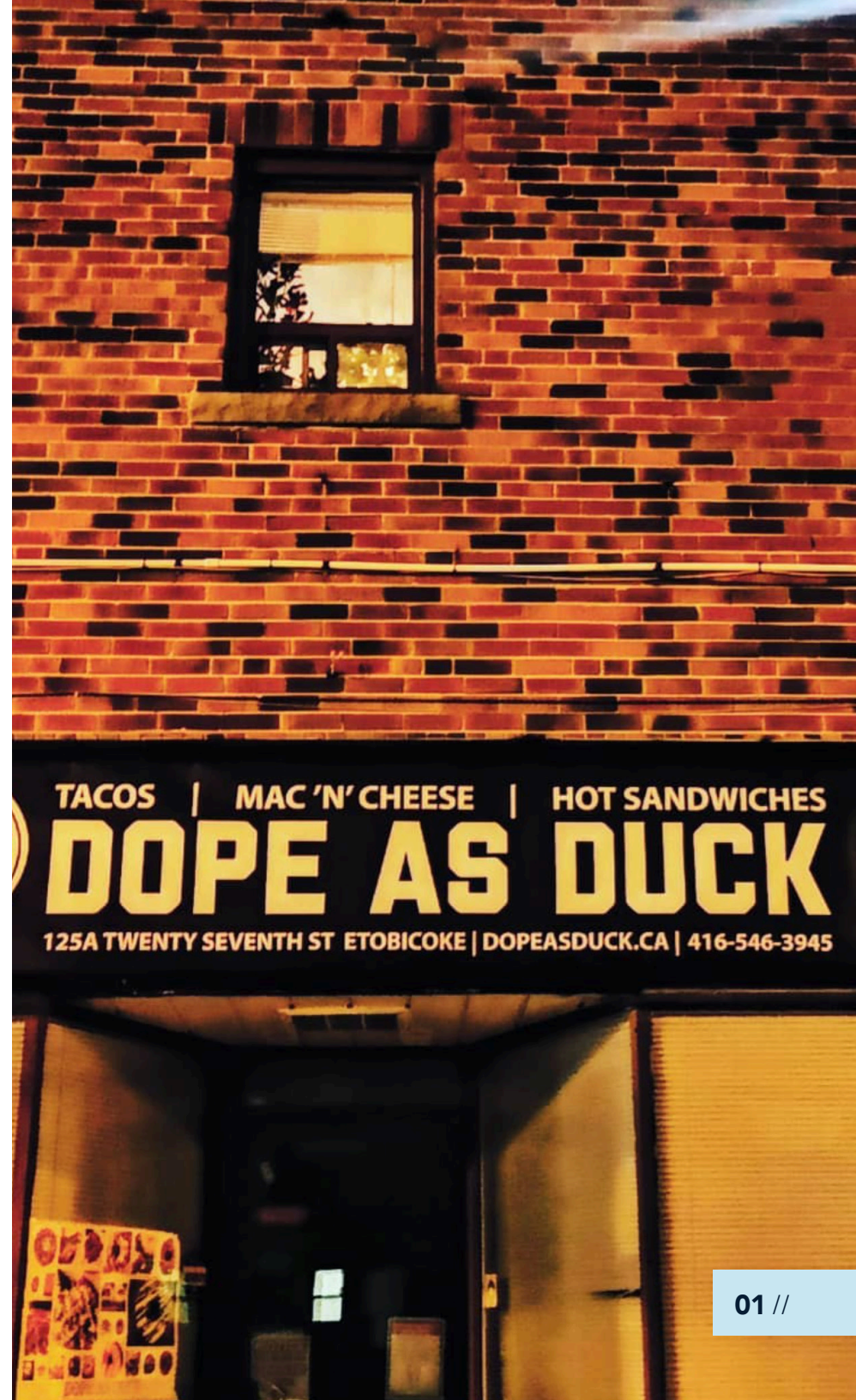
Dope As Duck

Line of business:

- Restaurant

Products used:

- Moneris Go





Summary

Dope As Duck is a takeout restaurant and food truck based in Etobicoke, ON owned and operated by Raymond Costain and his son. They take care of everything from developing recipes, cooking meals and serving customers. The restaurant quickly became a popular spot for 'comfort' food and as business picked-up, they realized they needed a payment solution that they could rely on day-to-day. They chose Moneris Go® and the solution has been a reliable payment option allowing them to accept payments in the restaurant and food truck.

Background

When Raymond Costain talks about the life that led him to owning and operating Dope as Duck in Etobicoke, ON, he glowingly reflects. “As a young boy, I was fascinated by my mom and grandmother putting their hands to work in the kitchen. Their drive to make a meal with any resources they had and my memories of savouring each bite at the table is what inspired me to start my business.”

Dope As Duck is a popular takeout destination and food truck Costain operates with the help of his son. The restaurant is famous for its ‘comfort food’ and has made appearances at food festivals in Toronto, Montreal and Nova Scotia. Over 15 years of experience was brought to the table before opening Dope As Duck. Costain was drawn to the creativity involved in developing flavours and began his career by working in restaurants as a line cook.

Costain did not consider owning a restaurant until he enrolled in Humber College in Toronto, to update his skills and took three programs focusing on culinary training. His education helped him to move from being a line cook to chef. Before opening his own restaurant, he travelled to Italy where he worked as a chef at a 5-star Hotel with a 2-star Michelin rating. When he broadened his knowledge of the culinary sector, he knew it was time to take the leap and utilize his experience to create his own recipes and shape a business.



So, why was the name 'Dope As Duck' chosen? Costain noticed that the word 'Dope' was often used by cooks at festivals to describe different dishes and wanted the name of his restaurant to include a 'play on words'. He thought 'Duck' would fit perfectly in the title with 'Dope,' as it would be an ingredient included in a Mac N Cheese dish.

When deciding on recipes for the restaurant, Costain wanted to include some of his favourite dishes created by his grandmother such as her special Duck Mac N Cheese. The recipe calls for the duck to roast slowly for 12 hours and the cheese sauce to cook slowly as well. The dish is then topped with a five-cheese blend, scallions, maple bacon aioli and chili peppers. The Mac N Cheese has become the star of the restaurant menu and an award-winning dish at festivals including the Mac N Cheese/Busker festival (which is held in Ontario and Nova Scotia.)

In addition to the Mac N Cheese, Costain and his son make other in-house dishes including sandwiches, tacos, pulled pork and beef brisket. They also offer sweet treats, including donuts and churros. His decisions on flavours for the donuts are simple, he chooses flavours that remind him of his childhood such as donuts with sprinkles. He and his son also enjoy experimenting with different flavors and if they think one is irresistible, they release it to the public.



Challenges

The takeout location opened at the beginning of the pandemic and at that time, the food truck temporarily closed.

“I think one of the biggest obstacles we had to overcome was simply spreading the word to our customers about where our takeout restaurant is located,” Cosatin says. “As word has continued to spread about our location and buzz on social media continues to increase, each day gradually gets easier. It is really our passion for cooking and seeing the excitement from our customers that moves us through every day.”

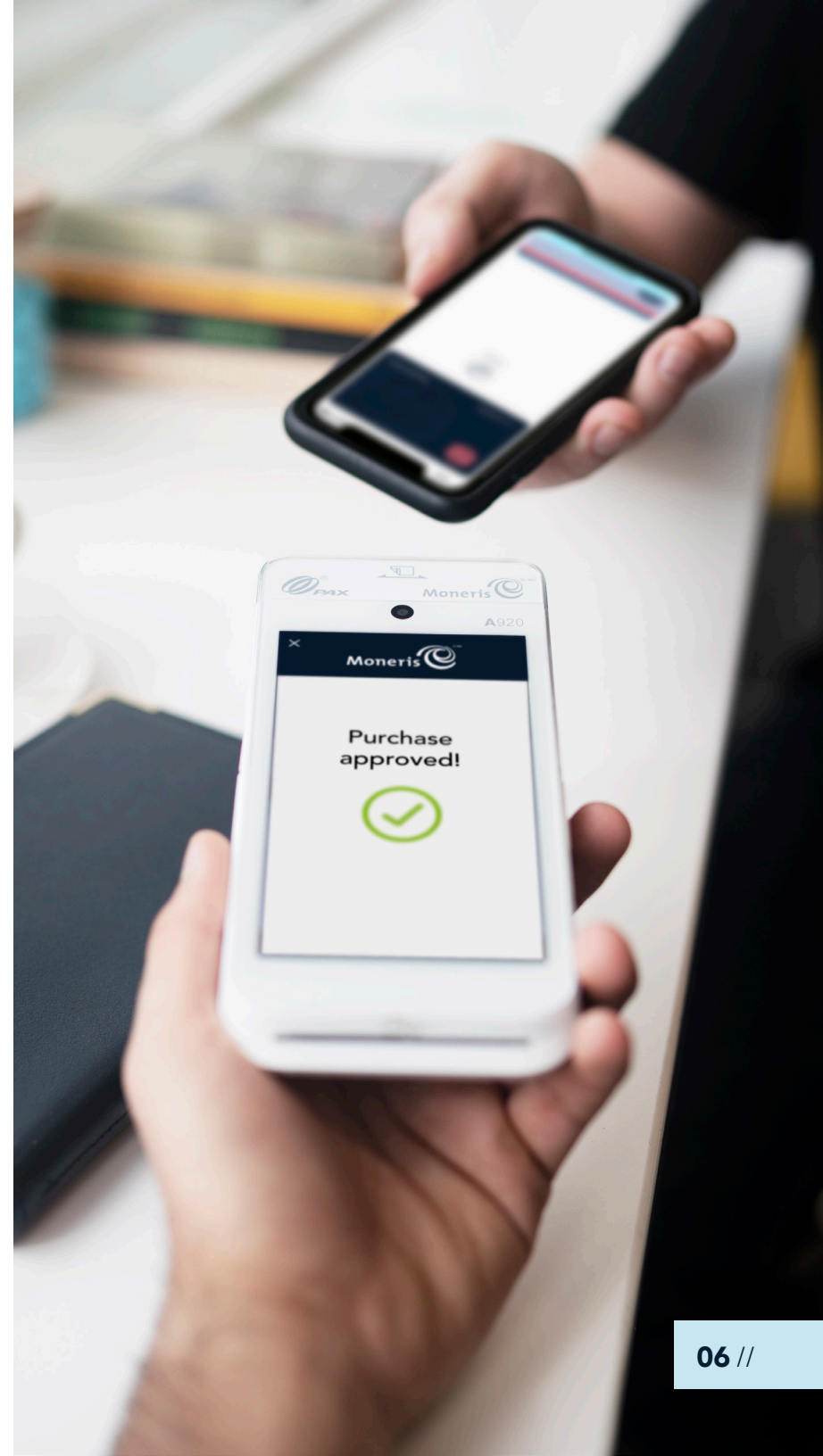


Why Moneris?

Moneris® participated in the Restaurants Canada Show when Costain was looking for payment solutions that would allow him to move away from a cash only process. “I remember learning about several payment options at the show, however, Moneris stuck with me because of their innovative restaurant solutions. I then talked to other restaurant owners and many of them were turning to Moneris to ensure a smooth operation of their business.”

Costain has been using Moneris Go since 2020. “With the onset of the pandemic, I knew that choosing a secure solution that also supported contactless payments was critical and that’s why I settled on Moneris Go.” In addition, a large touchscreen presents the clean and comprehensive interface. Moneris Go offers features like cashback, which will be especially useful for customers who are at festivals.

“As my son and I are running all aspects of the restaurant ourselves, it was important to find a solution that had a simple setup process and one that we could rely on. Moneris Go has proven to be just that. The device was reconfigured before being sent to us and we completed our registration online. An added bonus is that if we have any questions or concerns, representatives are a phone call away from addressing them.”



Moneris Go will be used in the food truck when Costain and his son begin travelling again. He noted that the 4G connectivity and the all-day-battery life will be especially critical for them when working at the festivals across Ontario and beyond.

“Since this is a small business, it is important to us to constantly look at our numbers and that is where it is extremely helpful to have reporting available directly through Moneris Go no matter where we are,” he relates.



Looking Forward

Costain looks at the future of his business with optimism. “When I look back to the day we opened the food truck, I am grateful for how far my son and I have come. At the beginning of this journey with my son, he was simply helping me out and now he is becoming interested in pursuing a career in the restaurant industry. That brings me an abundance of joy.” He hopes to one day expand the restaurant to offer in-person dining, but is not rushing into major next steps. “Although it excites me to plan on expansion of the restaurant to include additional staff and seats, I am very happy with how much my son and I have achieved as a team.”





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