

Success Story

DCC makes our customers feel at home

“Dynamic Currency Conversion (DCC) lets us offer our international customers genuine added value. Today one in every two guests takes advantage of DCC and profits from the exchange rate guarantee. That’s worthwhile – for us as a restaurant too.”

Attila Bándoli

Co-Managing Director, Gundel Restaurant in Budapest (Hungary)



Attila Bándoli, Co-Managing Director of Gundel Restaurant in Budapest, explains why his company has opted for SIX Payment Services and talks about his experience with DCC.

Mr Bándoli, what made you decide in favor of SIX Payment Services and specifically DCC?

We welcome guests from all over the world who expect the highest standards from us in every area – including the handling of card payments. With SIX Payment Services we have found the right partner, one with an outstanding infrastructure at their disposal, and the only acquirer in Hungary to offer DCC. Dynamic Currency Conversion is still unexplored territory for the Hungarian market and holds great potential especially for us in the restaurant sector. This is because our international clients benefit from an attractive exchange rate for cashless payments, and we as a restaurant from an attractive commission rate. Well worth it – for both sides! So really the decision in favor of SIX Payment Services was an obvious one to make.

So is DCC well received by your guests?

Absolutely! Many of our guests come from abroad, are already familiar with DCC and appreciate this payment option. Those who don’t yet know about the service are positively surprised. About one in every two guests uses DCC and benefits from its many advantages. If a guest makes a payment on the same day with the same card but calculated at a more favorable exchange rate, SIX Payment

Services refunds him the difference thanks to the exchange rate guarantee. That the sum is displayed on the payment terminal in the Hungarian currency, the Forint, and in the relevant card currency, goes down extremely well. It makes our international guests feel quite at home when they pay. It also saves them the bother of converting the sum into their currency, as well as sparing them any unpleasant surprises later when they get their card statement.

And what do your employees think of DCC?

Like our guests, our staff’s response to DCC is also very positive. They actively draw our cardholding customers’ attention to Dynamic Currency Conversion and its benefits – the rest is done by the terminal by itself, as it were. The handling of this attractive payment option is simple for us and doesn’t cause us any extra work.

What do you appreciate about working with SIX Payment Services?

SIX Payment Services trained our staff extremely well. Both in the use of the terminals and services in general, and in DCC in particular. Our staff know the services of SIX Payment Services well and appreciate the superior quality of the infrastructure. We are very satisfied with the SIX Payment Services service.

The situation

Gundel Restaurant offers its guests a thoroughly exclusive service. This is expressed not just in the food, but in all its services – including the handling of cashless payments. Since many foreign guests visit the restaurant, a suitable solution for this target group was needed. Previously when paying by card, they could only pay in the Hungarian currency, the Forint. They often only saw the exchange rate much later on their card statement.

The goal

The goal of Gundel Restaurant was to find an attractive and uncomplicated payment solution for their foreign customers with clear additional benefits. When paying by card, international guests should have the option of

paying in the familiar currency of their card. Also the handling of the new service should be easy for staff and not cause extra work.

The solution

SIX Payment Services's Dynamic Currency Conversion (DCC) converts all common currencies at an attractive, daily exchange rate. The customer enjoys the best exchange rate – guaranteed! Gundel Restaurant benefits too, in that for every DCC payment the company profits from a lower DCC commission rate (kickback). When taking a payment, the waiter enters the sum into the terminal in the local currency. The guest then sees the sum in Forint and in the card currency. Which currency he chooses to pay in, is up to him.

What is DCC?

Dynamic Currency Conversion (DCC) automatically converts every sum into the card currency of your international customers right in the payment terminal.



Advantages for you

You benefit from the following advantages with DCC:

- Attractive DCC kickback on every DCC transaction
- Exchange rate updated daily
- Exchange rate guarantee for payment at the POS – a convincing argument for DCC
- All leading currencies are available for DCC
- No additional effort – same payment processes as before

Advantages for your international customers

DCC also offers numerous advantages for your international customers:

- Exchange rate guarantee for payment at the POS – builds confidence in DCC
- Cardholders can pay in the currency of their card
- Transparency – your customers immediately see on the terminal the amount they will actually pay in their card currency
- Also attractive for business customers – information for expense accounts is available immediately

Information about Gundel

Gundel Restaurant, which opened in Budapest in 1910, is one of the most famous restaurants in Hungary. The name stands for quality and tradition. Many well-known actors, writers, sports personalities and celebrities from all over the world have dined there. The restaurant, which was renovated in 1991, has received numerous awards. www.gundel.hu

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