

# GUEST WAIT MANAGEMENT

## AUTOMATE WORKFLOWS AND REDUCE WAIT TIMES

Enhance staff workflows, improve efficiencies and create a better customer experience with automated guest messaging.



### Overview

Improve workflows by notifying guests instantly via text message and/or a digital wait list screen when a table is ready or a customer's meal is ready to be collected and display on a customer facing screen.

All entries entered into the system start a timer, and when guests are notified, it records times for review in the analytics portal. This will help management analyse customer waiting times, and help improve staff efficiency and workflows by making informed business decisions.

### Workflow

- Quickly and easily add your guest's details or simply generate a number.
- Notify your guests with a tap of a button and they will receive an instant text message.
- Your guests are guaranteed a great experience by being notified as soon as their table is ready and a wait staff workflow has been enhanced to improve efficiencies.
- Generate metrics and analytical data on guest waiting times to improve staff performance and efficiency.

