



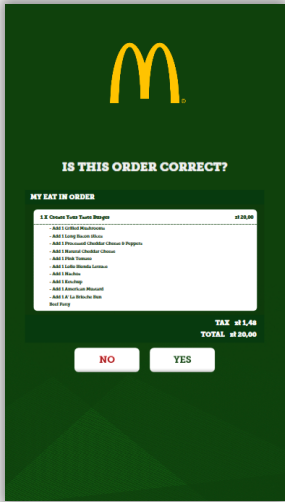
Table Service Solution

Training Overview



Customer Journey

1.



Customer places their order and confirms choices.

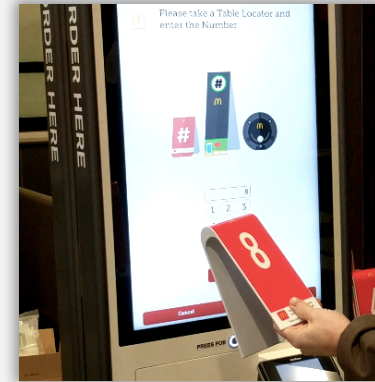
2.



Customer is prompted with the table service locator screen and takes a table tent from the rack.



3.



The customer enters the 3 digit table tent number via the onscreen keypad and selects enter.

4.



The customer completes payment and the confirmation screen confirms the order number and table tent number. The receipt also shows the order # and tent #.

5.



The customer sits at any available table with the receipt and table tent. The Crew locate the customer using the table service monitor and numbered tent.

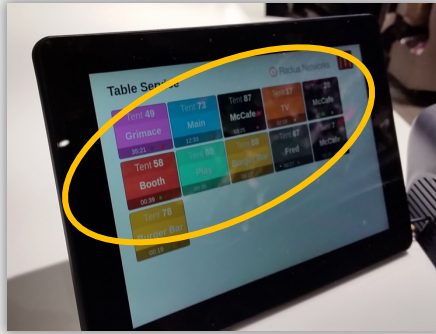
6.



After the order is presented, the crew collects and returns the tent to the holder and the tent automatically serves off of the table service monitor.

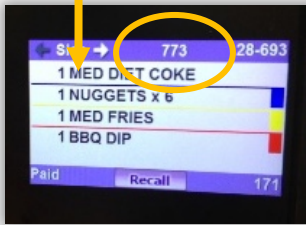
Crew Journey

1.



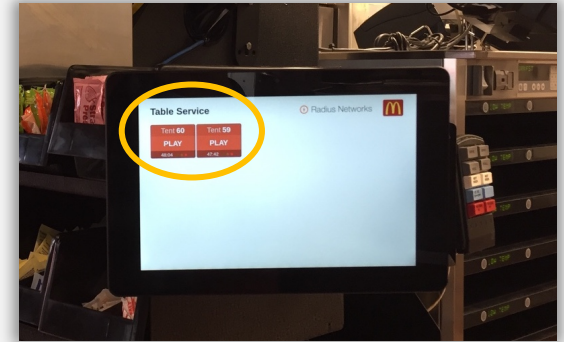
Once the customer takes the table tent from the holder the 'Loc' number appears on the table service monitor.

2.



Order appears on the OAT and 'Loc' number is displayed at the top of the cell. The OAT slip also shows the 'Loc' number to indicate it's a table service order.

3.



Crew members view the 'Loc' number on the table service monitor which displays the customer's zone location. A restaurant zone map is also available via a button press.

4.



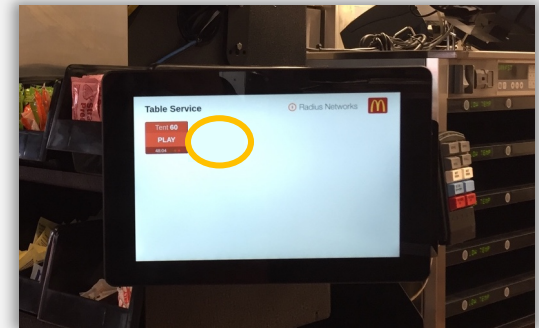
The crew member identifies the customer, delivers the order, and retrieves the table tent from the customer.

5.



The crew member returns the table tent to the kiosk holder or front counter.

6.



Once the table tent is back in the holder the number will be removed automatically from the table service monitor.

Best practices

Best practices for the use of the Table Service System

- Ensure table service runner starts at the OAT, not the table service monitor – this will ensure the fastest assembly of table service orders (Tents indicated on the table service monitor but do not appear on at the OAT are not real orders, they will be tents either removed without an order placed or not returned correctly to the holder)
- Use the zone indicated on the table service monitor for initial proximity of the customer and keep an eye out for the numbered table tent the customer will be using as the 'Loc' on the OAT/Pick Ticket – this will help to more quickly identify where they are sitting. The 'Loc' number should be used to confirm with the customer as the order is delivered and the table tent is collected
- Ensure table tents are always returned to a holder after collecting from the customer
- Check that tents are always stocked and evenly distributed amongst the kiosks
- Do not overfill the table tent holders