

### Movie Elapsed Time

Color indicated timeline bar showing pre-show countdown, movie elapsed time, and post movie countdown until the next show starts

### Auditorium Summary

Reward vouchers used this showing with movie timeslot/occupancy

### On-Screen Server Alerts

Pop Up Alerts to staff, reminding them of Pending Orders, Manager Requests or other time sensitive tasks such as "Drop Checks"

### Call Button Snapshot

Summary of all active call buttons with wait time and select previously ordered time details so service staff can anticipate a subsequent order



### Auditorium Summary Screen

#### Selectable tabs for

- **Call Button Stats**—Avg wait, Longest Wait, # requests, etc.
- **Food & Drink Summary**—Current F&B orders and receipts with calculated per cap
- **Other Stats**—Labor summary and count of seats without orders

### Mobile Order Placed

Mobile phone in place of seat indicates customer placed pre-order using loyalty app

### Manager Requested

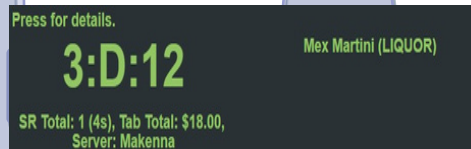
Red Ring indicates customer requires manager visit

### Food Order Placed

Fork/Knife icon indicates this seat has placed a food or drink order

### Call Button Wait Time

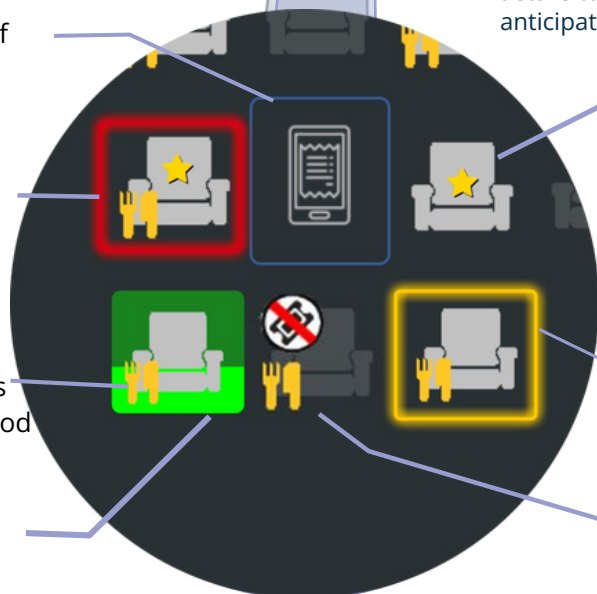
Visual indication of call button response time (GREEN, YELLOW, OR RED)



Taping on any seat icon will highlight the seat and bring up a detailed view with select previously ordered item details to allow service staff to anticipate subsequent orders

### Cinema Complex Snapshot

Real time snapshot of each auditorium showing movie status with elapsed time, Service Grade and Service Trend. Tap to switch between auditoriums



### VIP Member Identification

Gold star indicates customer is a Loyalty Program Member

### Sold Seat Indicator

- Filled seat indicates a sold seat in ticket system
- Transparent seat indicates unsold seat

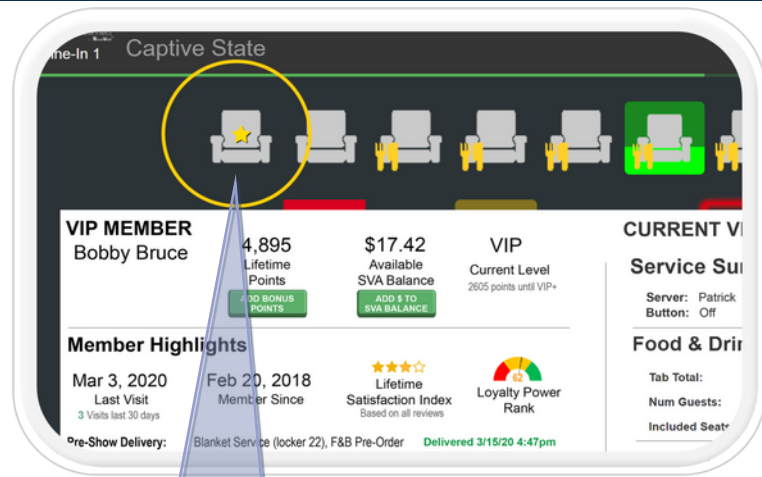
### Poor Service Indicator

Persistent pulsing Gold Ring indicates customer had multiple long call button response times

### Unsold Ticket Indicator

Indicates that a food order has been placed against this seat but no valid ticket (customer is sitting in an unsold seat)

Tapping any seat will bring up the Detailed Customer Seat View



### VIP MEMBER

**Bobby Bruce**

4,895  
Lifetime Points

[ADD BONUS POINTS](#)

\$17.42  
Available SVA Balance

[ADD \\$ TO SVA BALANCE](#)

VIP  
Current Level

2605 points until VIP+

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#### Member Highlights

Mar 3, 2020  
Last Visit

3 Visits last 30 days

Feb 20, 2018  
Member Since

★★★★☆  
Lifetime Satisfaction Index

Based on all reviews

62  
Loyalty Power Rank

**Pre-Show Delivery:** Blanket Service (locker 22), F&B Pre-Order Delivered 3/15/20 4:47pm

**Frequent Food Item:** Stuffed Portabella Wrap  
**Goto Beverage:** New Planet Pale Ale  
**Guest Notes:** Gluten free, peanut allergy

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#### Recent Reviews

Overall	Date	Comments	Manager Follow Up Requested	Manager Action
★★★★★	3/3/20	Great service from Shelly! We'd like to tell you what she did.	Yes	<span style="color: red;">FOLLOW UP REQUIRED</span>
★★★★☆	2/15/20	Seats were very comfortable but temp was a little cool.	No	
★★★★★	2/7/20	Appreciated the manager greeting, made me feel like a VIP!	No	
★★★★☆	1/23/20	Seat didn't recline all the way!	Yes	<span style="color: green;">Completed 2/7/20</span>

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#### Voucher History

Description	Status
Dessert	<span style="color: red;">Expires 4/1/2020</span>
BOGO Draft Beer	<span style="color: red;">Expires 4/1/2020</span>
Large Popcorn	Redeemed 2/7/2020 6:54PM
Appetizer	Redeemed 1/23/2020 5:30PM

### CURRENT VISIT

**Service Summary: Seat 1:D:1** MANAGER REQUESTED

**Server:** Patrick **Avg Wait Time:** 1m 42s **Service Requests This Visit:** 2  
**Button:** Off **Service Issues:** None

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#### Food & Drink

**Tab Total:** \$31.50 **Pending Points Earned:** 32  
**Num Guests:** 3 **Pre-Orders:** Diet Coke, Fried Lollipops, Pretzel Stix  
**Included Seats:** D1, D2, D3 **Vouchers Redeemed This Visit:** Appetizer

Check #	Total	Opened	Server
2060022	\$31.50	4:42 PM	Patrick

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Qty	Item	Price
1	FRIED LOLLIPOPS	
1	DIET COKE	\$4.50
1	PRETZEL STIX	\$10.00
1	CHICKEN TENDERS	\$8.00
1	FRUIT PUNCH	\$4.50
1	ROOT BEER	\$4.50
1	N/A BEV REFILL	\$0.00

## VIP MEMBER DETAILS

### Detailed loyalty membership profile

### Loyalty Member Program Highlights

- Lifetime Points, Available Point Balance, VIP Status Level
- Ability to add or modify point balance

### Member Highlights

- Last Visit, Member History Satisfaction Index (based on reviews)

### Recent Reviews

- Snapshot of recent online or mobile app exit reviews
- Manager Action Required call out (requiring manager to manually dismiss after visit)

### Voucher History

- Reward redemption history with expiration date

## CURRENT VISIT DETAILS

### Summary of current visit

### Service Summary

- Assigned food server, current seat location, call button wait statistics
- Touch screen button to request manager to seat

### Food & Drink Order

- Detailed Food & Beverage order taken from Point of Sale System
- Itemized order, current tab total, points earned this visit, Pre-Order notes, visible indication of vouchers redeemed

# ATTRACTIONS

Integrated with attraction management systems and Food & Beverage POS

## RIDE ATTRACTIONS

### CALL BUTTON SNAPSHOT

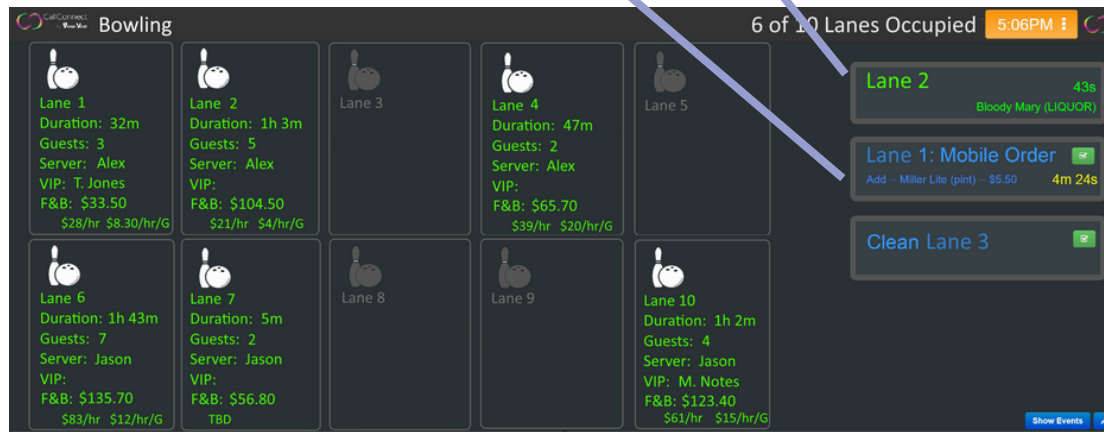
Summary of all active call buttons with wait time and select previously ordered item details so service staff can anticipate a subsequent order or details so service staff can anticipate a subsequent order

### MOBILE SERVICE REQUESTS

Customers can scan a QR CODE to request service



## LANE ATTRACTIONS



### VALUABLE METRICS

Financial summaries of attraction activity to help monitor service and financial goals in real time

### ON-SCREEN SERVER ALERTS

Pop Up Alerts to staff, reminding them of Pending Orders, Customer Service Requests or other time sensitive tasks such as "Clean Lane 3"





**TRACKS ADMITS**

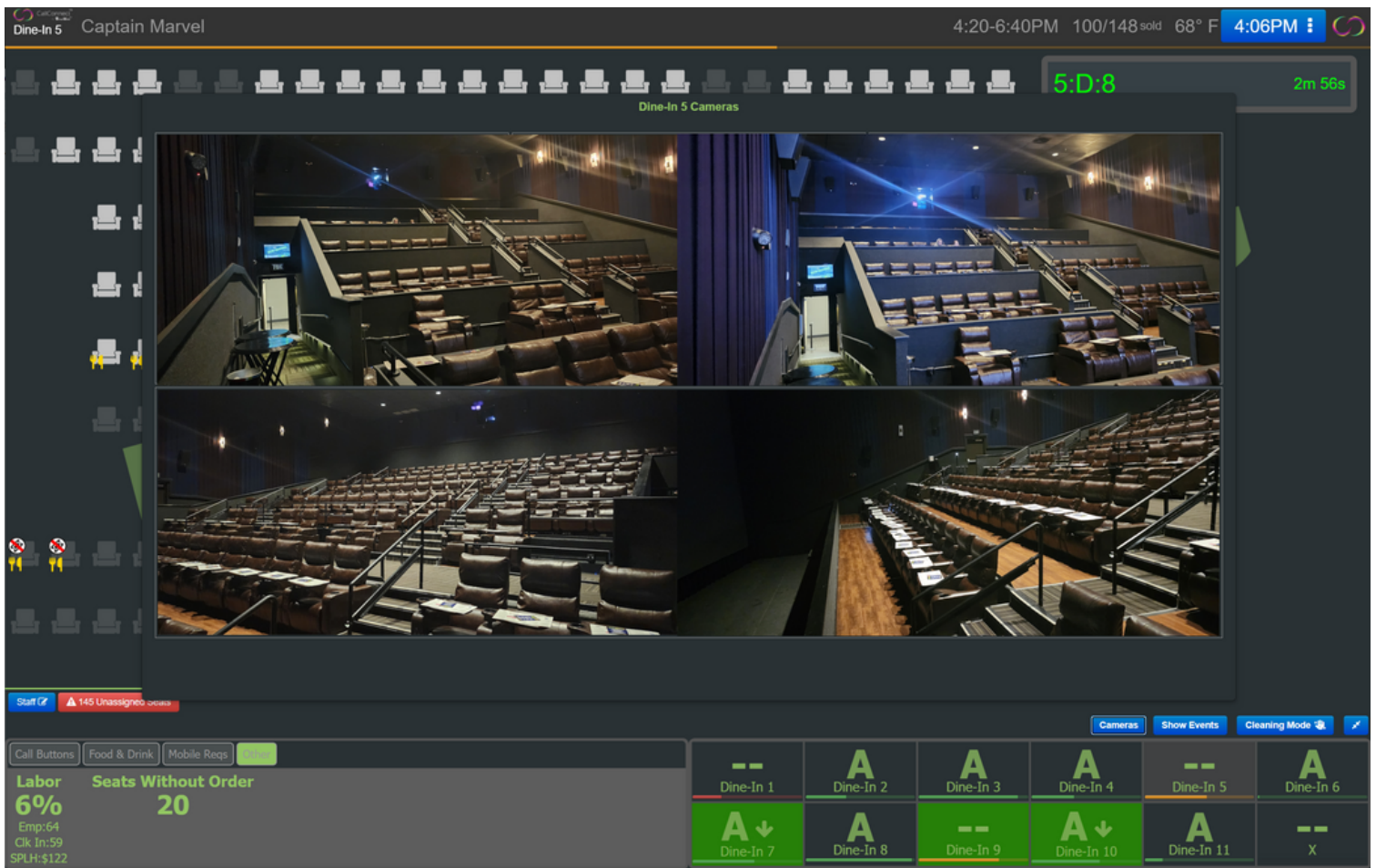
Certain cameras allow for electronically counting the number of guests are in an auditorium

**ALERT STAFF**

Staff can see when guests arrive to provide more timely service as well as verify accurate attendance

**MONITOR STAFF**

Management can ensure staff is executing the correct job tasks- pre-show, during the show, post-show and overnight cleaning



The screenshot shows a software interface for monitoring an auditorium. At the top, it displays 'Dine-In 5 Captain Marvel', the time '4:20-6:40PM', '100/148 sold', '68° F', and '4:06PM'. A central video window shows four camera feeds of the auditorium seats. To the right of the video, a counter shows '5:D:8' and '2m 56s'. Below the video, there are buttons for 'Start', 'Call Buttons', 'Food & Drink', and 'Mobile Reqs'. A 'Labor 6%' indicator is visible. On the bottom right, there is a grid of 11 'Dine-In' status buttons, each with a green 'A' icon and a downward arrow, indicating active monitoring for each section.

--	A	A	A	--	A
Dine-In 1	Dine-In 2	Dine-In 3	Dine-In 4	Dine-In 5	Dine-In 6
A↓	A	--	A↓	A	--
Dine-In 7	Dine-In 8	Dine-In 9	Dine-In 10	Dine-In 11	X