

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

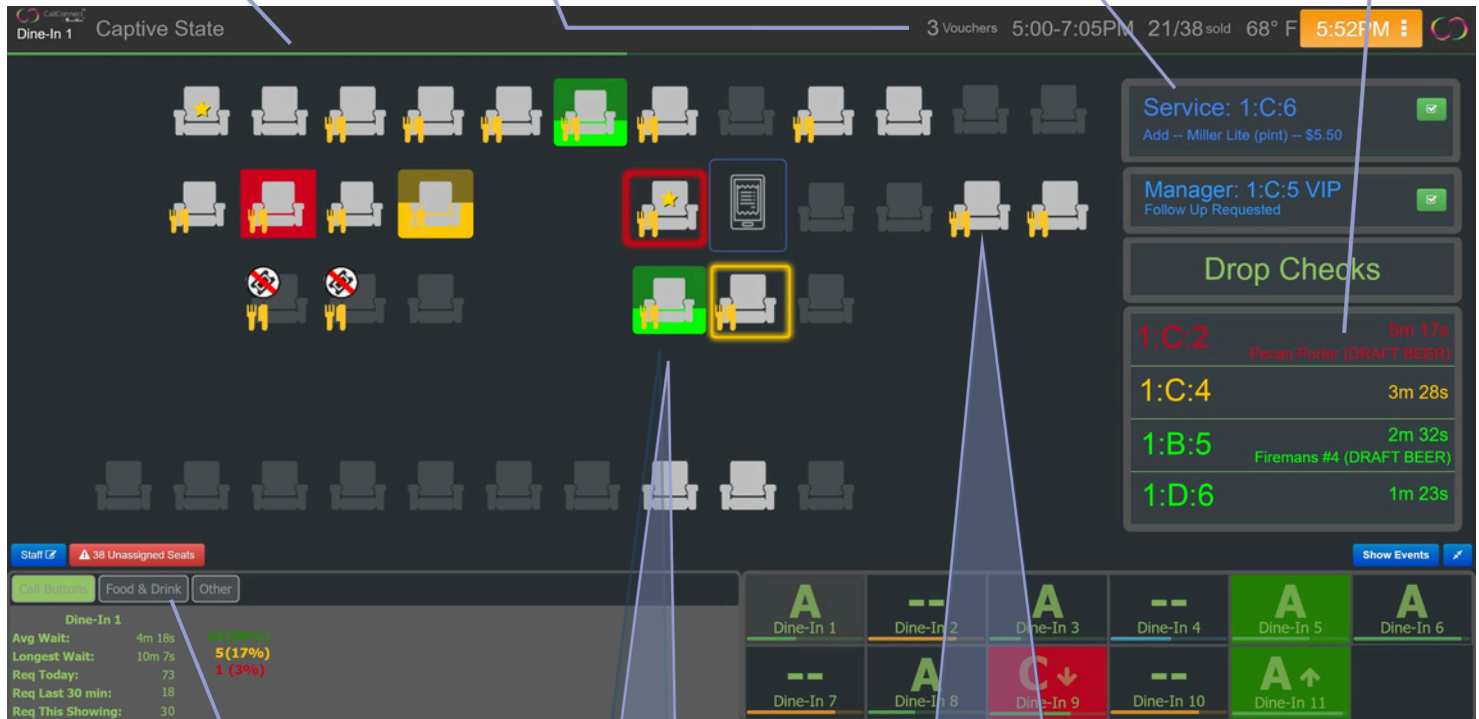
Reward vouchers used this showing with movie timeslot/occupancy

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 icon indicates customer placed pre-order using loyalty app

Manager Requested

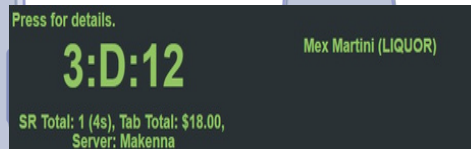
Red Ring indicates customer requires manager visit

Food Order Placed

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

Call Button Wait Time

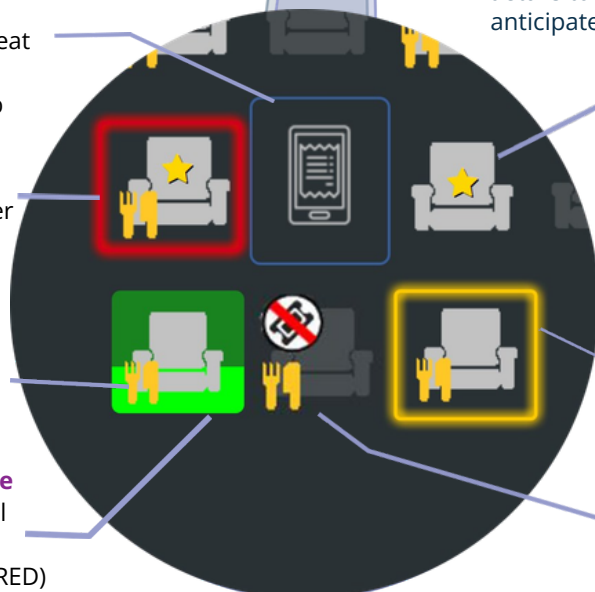
Visual indication of call button response time (GREEN, YELLOW, OR RED)



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

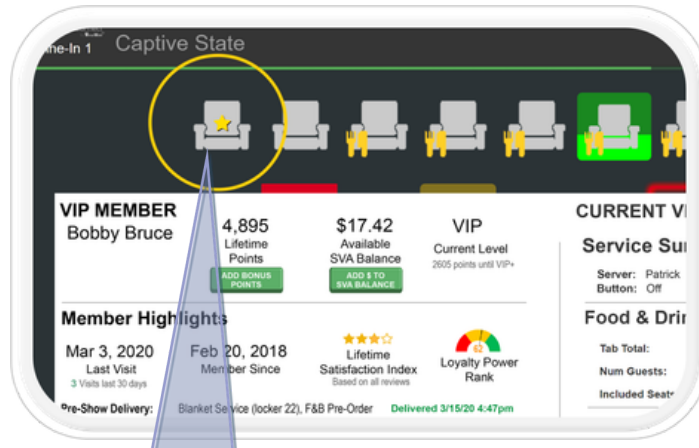
Poor Service Indicator

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+

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

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	FOLLOW UP REQUIRED
★★★★☆	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	Completed 2/7/20

Voucher History

Description	Status
Dessert	Expires 4/1/2020
BOGO Draft Beer	Expires 4/1/2020
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

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

Qty	Item	Price
1	FRIED LOLLIPOPS	\$8.00
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

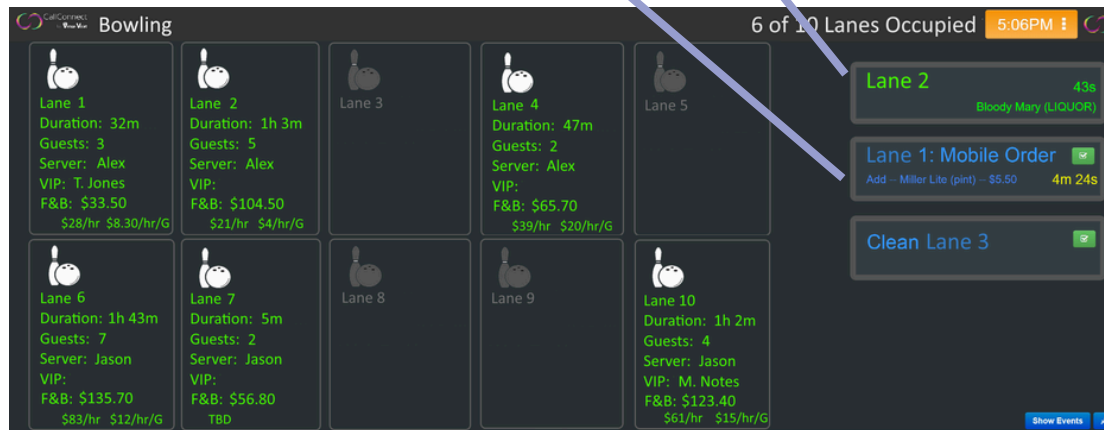
Summary of all active call buttons with wait time and select previously ordered item details so service staff can anticipate a subsequent order or details so service staff can anticipate a subsequent order

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

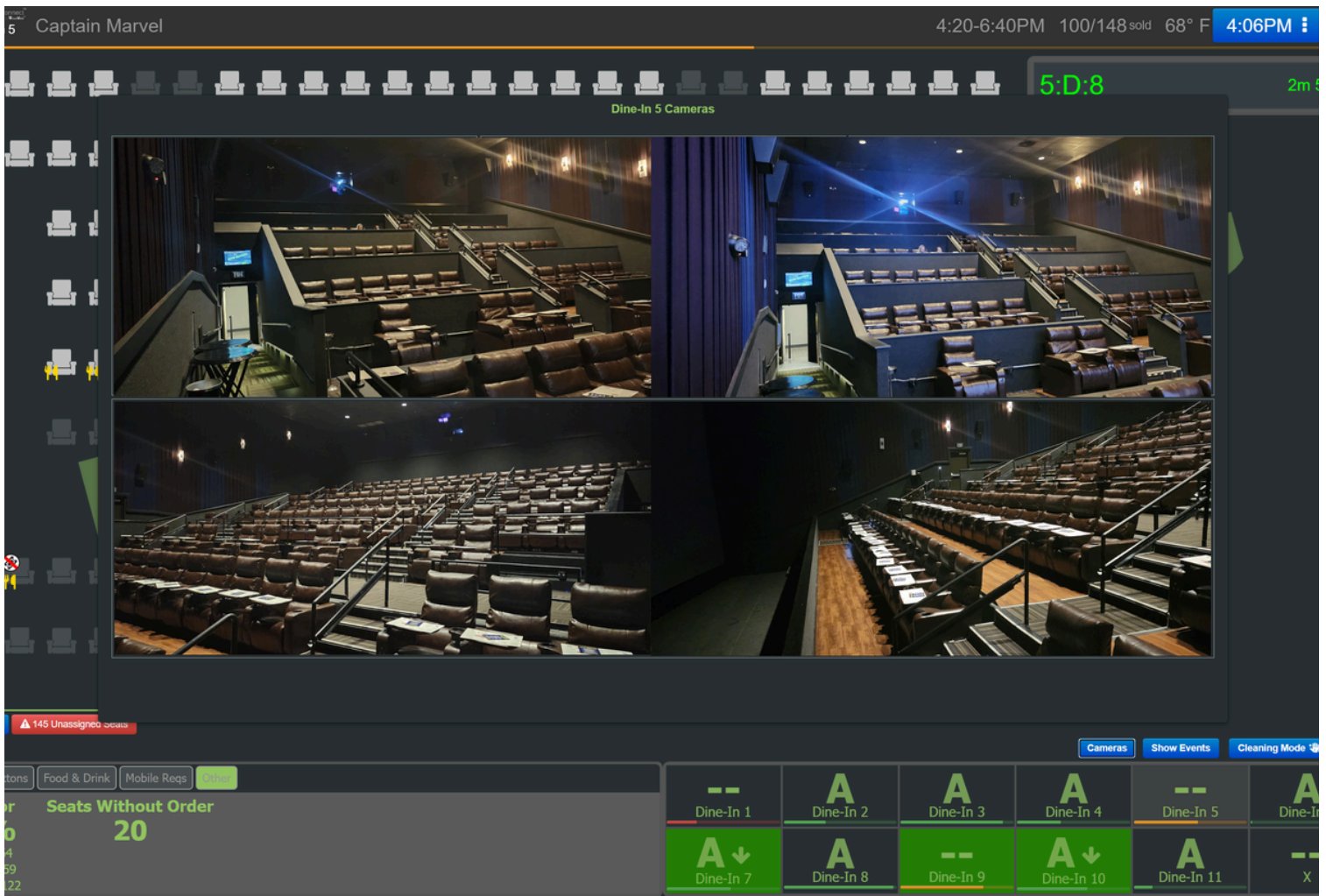
Certain cameras allow for electronically counting the number of guests are in an auditorium

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 displays the Venue Valet software interface. At the top, it shows the event name 'Captain Marvel', the time '4:20-6:40PM', and '100/148 sold'. The main area features a 2x2 grid of camera feeds labeled 'Dine-In 5 Cameras', showing different angles of an empty auditorium. Below the feeds is a control panel with buttons for 'Cameras', 'Show Events', and 'Cleaning Mode'. On the left, there is a 'Seats Without Order' counter showing '20'. At the bottom, a row of buttons labeled 'Dine-In 1' through 'Dine-In 11' is visible, with some buttons showing an 'A' icon and a downward arrow.

