

THIS LATEST ENHANCEMENT ADDRESSES A GROWING CHALLENGE FOR ENTERTAINMENT VENUES: AGING SEATING AND IN-AUDITORIUM INFRASTRUCTURE THAT CAN NEGATIVELY IMPACT THE GUEST EXPERIENCE.



CUSTOMIZABLE ISSUE TRACKING

OPERATORS CAN DEFINE THEIR OWN CATEGORIES OF ISSUES & ASSIGN SEVERITY LEVELS FROM LOW TO CRITICAL

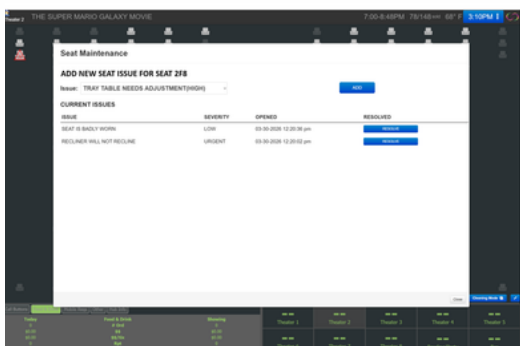
PROACTIVE GUEST EXPERIENCE MANAGEMENT

DURING "NOW SEATING", STAFF ARE ALERTED IF A GUEST HAS BEEN ASSIGNED A SEAT WITH A KNOWN ISSUE, ENABLING PROACTIVE INTERVENTION SUCH AS RESEATING OR GUEST ENGAGEMENT

REAL-TIME ALERTS & VISUAL INDICATORS

SEATS WITH HIGH OR CRITICAL ISSUES ARE CLEARLY MARKED WITH COLOR-CODED ICONS, ENSURING IMMEDIATE VISIBILITY TO STAFF

THE FEATURE INTEGRATES SEAMLESSLY WITH EXISTING CALLCONNECT CAPABILITIES, INCLUDING CALL BUTTON VISIBILITY, OPERATIONS MANAGEMENT, AND QR CODE ORDERING OPERATIONAL QUEUES, PROVIDING A UNIFIED PLATFORM FOR OPERATIONAL EXCELLENCE.



Seat Maintenance Issues

SEVERITY: URGENT				
Seat	Issue	Opened	Resolved	Duration
3:D:4	RECLINER IS STUCK OPEN	03-27-2026 8:08 AM		5d 3h 20m 2s
5:G:5	RECLINER WILL NOT RECLINE	03-30-2026 12:20 PM		1d 23h 8m 40s
1:F:5	RECLINER IS STUCK OPEN	03-30-2026 2:38 PM		1d 20h 50m 18s
1:F:5	RECLINER IS STUCK OPEN	03-30-2026 2:38 PM		1d 20h 50m 9s
1:H:5	RECLINER IS STUCK OPEN	03-30-2026 3:50 PM		1d 19h 37m 44s
Bowling & Counter:L:9	RECLINER IS STUCK OPEN	03-30-2026 4:21 PM		1d 19h 7m 29s

SEVERITY: HIGH				
Seat	Issue	Opened	Resolved	Duration
3:G:4	TRAY TABLE NEEDS ADJUSTMENT	03-30-2026 12:19 PM		1d 23h 9m 5s
1:D:7	TRAY TABLE NEEDS ADJUSTMENT	03-30-2026 2:34 PM		1d 20h 54m 8s
5:E:6	TRAY TABLE IS BROKEN	03-30-2026 2:38 PM		1d 20h 50m 36s
1:G:6	TRAY TABLE NEEDS ADJUSTMENT	03-30-2026 3:50 PM		1d 19h 38m 11s
1:H:6	CALL BUTTON DOES NOT WORK	03-30-2026 3:50 PM		1d 19h 37m 56s
1:H:6	TRAY TABLE IS BROKEN	03-30-2026 3:52 PM		1d 19h 35m 43s
Bowling & Counter:C:15	TRAY TABLE IS BROKEN	03-30-2026 3:55 PM		1d 19h 33m 22s
2:X:5	TRAY TABLE IS BROKEN	03-31-2026 4:43 PM	03-31-2026 4:49 PM	5m 30s

SEVERITY: LOW				
Seat	Issue	Opened	Resolved	Duration
5:G:5	SEAT IS BADLY WORN	03-30-2026 12:20 PM		1d 23h 8m 6s

SEATS THAT ARE SOLD TO GUESTS WITH URGENT MAINTENANCE ISSUES WILL BE HIGHLIGHTED IN REAL TIME TO THE STAFF SO THE GUESTS CAN BE GREETED AS THEY ENTER THE AUDITORIUM TO AVOID POTENTIAL CONFLICT

SECURE RESOLUTION WORKFLOW

STAFF CAN RESOLVE ISSUES DIRECTLY IN THE SYSTEM USING A PIN-PROTECTED PROCESS TO ENSURE ACCOUNTABILITY AND ACCURACY

EXPAND FACILITY TRACKING

IN ADDITION TO SEAT-LEVEL ISSUES, THE SYSTEM SUPPORTS AUDITORIUM-WIDE REPORTING THROUGH CUSTOMIZABLE PLACEHOLDERS FOR ITEMS SUCH AS STAIR CARPET REPAIRS OR OTHER FACILITY CONCERNS

AUTOMATED NOTIFICATIONS & REPORTING

ISSUE REPORTS ARE AUTOMATICALLY DISTRIBUTED VIA EMAIL BASED ON THE SEVERITY AND LOCATION. DAILY REPORTS INCLUDE OPEN ISSUES, WITH OPTIONAL DEDICATED "SEAT ISSUES" REPORTS SENT ON CUSTOMIZABLE SCHEDULES



VENUE VALET IS ENCOURAGING PARTNERS TO ADOPT THIS FEATURE, AT NO ADDITIONAL COST, AND PROVIDE FEEDBACK TO FURTHER REFINE ITS CAPABILITIES.

RELEASED APRIL 10, 2026

THIS ENHANCEMENT IS PARTICULARLY VALUABLE FOR OPERATORS SEEKING GREATER OVERSIGHT OF FACILITY CONDITIONS ACROSS MULTIPLE LOCATIONS, OFFERING ACTIONABLE INSIGHTS AND IMPROVED COORDINATION BETWEEN FRONTLINE STAFF AND MANAGEMENT TEAMS.