



**Dining Room Name**

Indicates current room view

**Occupancy Table Summary**

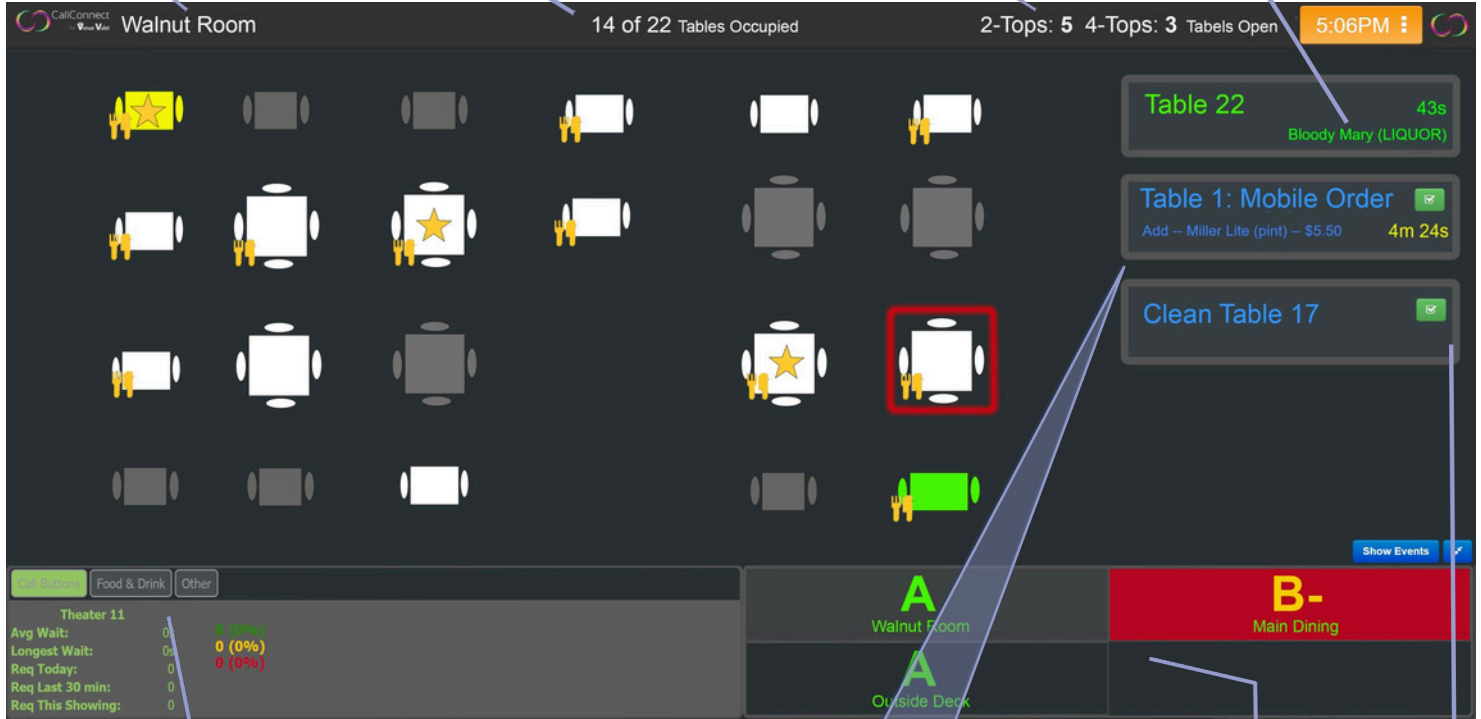
Shows number of occupied tables

**Open Table Summary**

Quick view of tables that are open and ready for seating, categorized by type of table (2-top etc)

**Active Call Button**

List of all active Physical Call Buttons or QR Code Mobile Order Requests with wait time and select previously ordered item details



**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

**VIP Member Identification**

Gold star indicates customer is a Loyalty Program Member

**Occupied Table**

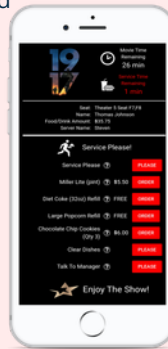
Indicates this table is occupied (white)

**Un-occupied Table**

Indicates this table is open for seating (dark grey)

**Mobile Order Request or QR Scanned Virtual Call Button**

Mobile Orders Requested through QR Code Scan will be displayed with Table # and item ordered for quick entry into PoS



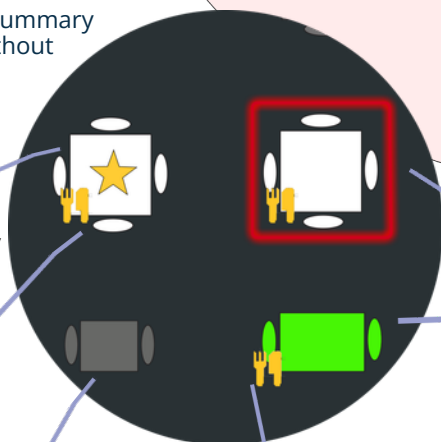
SCAN FOR SERVICE

**Restaurant Snapshot**

Real time snapshot of each dining room showing active call buttons and Service Grade and Trend

**Clean Table Manager**

Indication of tables that need cleaning. Server can tap green check to put table back into service



**Food Order Placed**

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

**Table Ready for Cleaning**

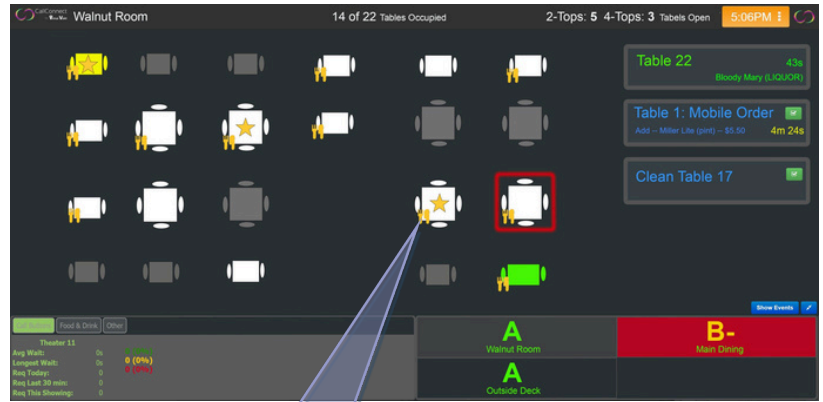
Red Ring around table Indicates this table is ready for cleaning. Server can tap on "Clean Table" manager above to re-open table for seating

**Call Button Wait Time**

Visual indication of Physical Call Button or Mobile Request/QR Code Scanned Virtual Call Button response time (GREEN, YELLOW, OR RED)

Taping on any table icon will highlight the seat and bring up a detailed view of full order (Detailed View on Next Page)

Tapping any table 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, 2021 Last Visit  
3 Visits last 30 days

Feb 20, 2019 Member Since

★★★★★ Lifetime Satisfaction Index  
Based on all reviews

62 Loyalty Power Rank

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
★★★★★	3/3/21	Great service from Shelly! We'd like to tell you what she did.	Yes	<b>FOLLOW UP REQUIRED</b>
★★★★☆	2/15/21	Food was good, but wasn't delivered on time.	No	
★★★★★	2/7/21	Appreciated the manager greeting, made me feel like a VIP!	No	
★★★☆☆	1/23/21	Table was not very clean!	Yes	Completed 2/7/20

**Voucher History**

Description	Status
Dessert	Expires 4/1/2021
BOGO Draft Beer	Expires 4/1/2021
Large Popcorn	Redeemed 2/7/2021 6:54PM
Appetizer	Redeemed 1/23/2021 5:30PM

**CURRENT VISIT**

**Service Summary: Table 16** [MANAGER REQUESTED](#)

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

**Food & Drink**

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

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

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

