



# ConnectSmart Hostess

## Revolutionary seating and wait list management to maximize every guest experience

### More Than Powerful Table Management

As the pioneer and leading provider of advanced kitchen automation software and hardware for table service restaurants, thousands of businesses rely on QSR Automations® to improve operations, revenue, and guest satisfaction. With QSR's comprehensive ConnectSmart® Hospitality Automation Solution, hospitality companies have access to the sophisticated technology tools needed to fill the mission critical voids left by point-of-sale and backoffice systems.

One of QSR's highly effective in-store guest management solutions, **ConnectSmart Hostess** for seating and wait list management links front-of-house activities with the kitchen and the dining room to maximize efficiency, quality, and guest delight.



**Most Accurate Wait Times and Table Statuses**

**Maximize Table Turns and Seating Efficiency**

**Monitor and Capture Critical Guest Data**

**Personalize Every Guest Experience**

**Powerfully Integrated with QSR's In-Store, Online, Mobile Solutions**

### Connect to the Heartbeat of the Restaurant – the Kitchen

More than an innovative tool for powerful table management, ConnectSmart Hostess enables hospitality operators to successfully increase seat utilization and table turns while meeting time commitments and satisfying guest preferences.

With ConnectSmart Hostess, operations are coordinated to get more guests seated, and every member of the team has access to the information needed to delight each guest. Traffic flow is streamlined while training time and stress are lowered. And with information about guests – including preferences and past visits – available in real-time as well as for historical reporting, personalized service improves, leading to repeat visits and increased check averages.

ConnectSmart Hostess not only interfaces to the leading point-of-sale systems, but also gains intelligence from a real-time link to critical production information when also using QSR's ConnectSmart Kitchen (CSK) graphical kitchen automation software. With ConnectSmart Hostess, complete table management connects with complete kitchen management – connecting to the heartbeat of the restaurant, to offer the most accurate wait times while successfully managing and capturing the total guest experience.



Strategic Distributor for  
**QSR Automations®**



## Intuitive Design to Maximize Team Member and Guest Delight

Providing an attractive, unique, and highly intuitive graphical user interface, QSR's customizable ConnectSmart Hostess is optimized for the touch screen user and designed specifically for the fast-paced table service environment. Through this flexible interface and powerful links with the kitchen and point-of-sale, ConnectSmart Hostess ensures that front-of-house and management team members always know the real-time status of every table and every party with a glance – while making it extremely easy to navigate the system, as well as add and find key information.

ConnectSmart Hostess ensures consistency and accuracy for key activities with check boxes and prompts, such as for collecting party details and seating preferences. And the system's automated table selections take into account server rotation and guest preferences to seat guests efficiently while reducing errors, freeing up staff time, and maximizing table and seat utilization.

The floor view and wait list view update as every action occurs, displaying intuitive color coding and status icons for such events as table seated, order rush status in kitchen, and check received. The operator can use the system's default status icons, or design their own icons that are specific to the environment. The robust ConnectSmart Hostess can also display countdown timers as well as user-definable alerts, such as open table and food-not-ordered notifications.

Operators have the option of using the entire real estate of the main screen to display the graphical layout of the floor, or to view both the floor layout and the wait list on the main screen. In addition to monitoring guest status and table turns, team members can assign guest and server pagers, assign and view server sections, and view guest notes and information – all while effectively seating and managing a wait list for walk in, call ahead, online call ahead, reservations, and online reservations guests.



## Care for All Guests from One Powerful Interface



Ensuring team members can efficiently care for every guest – no matter how the guest chooses to enter the restaurant – QSR's ConnectSmart Hostess is fully integrated with all of the innovative ConnectSmart solutions (in addition to the CSK).

QSR's ConnectSmart Reservations in-store software eliminates overbooking while capturing guest data and ensuring that more reservations can be processed more accurately with less training and less personnel than using paper reservation books. When using the two solutions together, the operator can customize ConnectSmart Reservations to automatically move guest reservations into the ConnectSmart Hostess system at a specified amount of time prior to the party's scheduled arrival time.

QSR's ConnectSmart WebReserve and ConnectSmart WebReserve Mobile solutions enable guests to make a reservation at their convenience through the web or through their mobile phone, rather than via telephone. And the ConnectSmart WebAhead and ConnectSmart WebAhead Mobile solutions ensure the ConnectSmart Hostess also manages online call ahead parties for guests who wish to join the wait list through the web or their mobile phone. Easy to budget for and easy to implement, QSR's robust online solutions help hospitality businesses grow profit through operational excellence and guest delight.

Operators can also choose ConnectSmart Messaging solution for sending a text message to a guest's cell phone, rather than providing the guest with a pager. This cuts down on the cost of lost pagers while giving the guest the flexibility to move around. ConnectSmart Messaging also provides the ability to send e-mail confirmations to guests who make their reservation over the phone versus the internet. For guests who choose to linger in the bar while waiting on their table, the operator can present wait times along with advertisements via large monitors using QSR's ConnectSmart GuestView solution.

The more ConnectSmart solutions in use, the more guest data the operator can capture. With a shared and robust database, the ConnectSmart solution efficiently captures and provides robust guest history, including contact information and preferences. All of this guest data is available during all booking and seating processes through prompts and flexible search methods – adding speed while empowering the entire restaurant team with critical guest data at all times in order to provide the most personalized guest service.

## End to End Service Timing and Accurate Wait Times

QSR's ConnectSmart solution links guest data with hostess data with kitchen data with point-of-sale data to provide measurable guest experiences. And ConnectSmart Hostess uses real-time speed of service, production, and sales data to successfully increase table turns and seat utilization while satisfying guest preferences. Most importantly, the system uses this data to provide accurate wait times.

With ConnectSmart Hostess, operators have the ability to choose between five different methods of creating quote times. With all quoting methods, the unique ConnectSmart Hostess does not just simply rely on average phases within a typical guest visit to estimate wait times. The system can make use of guest experience trend data defined by the operator, which is detailed across multiple meal periods and party sizes. This trend data is adjusted by up-to-the-minute transactional and production statuses. Every minute, ConnectSmart Hostess is looking at what is actually happening in the dining room and in the kitchen – by party – to evaluate the best table matches for each waiting party based on expected turn times, party sizes, and guest preferences.

Because ConnectSmart Hostess has access to actual transaction and production information as it occurs, the system can take into account every change, dynamically matching the best tables to waiting parties based on real-time changes occurring in the dining room and the kitchen. And when using other ConnectSmart applications, including ConnectSmart Reservations and ConnectSmart WebReserve and ConnectSmart WebAhead, ConnectSmart Hostess takes into account all guests when determining wait times.

Additionally, operators can offer their in-store managers the ability to change or adjust the current quoting method for a specific day. These changes can be made on the fly from within the restaurant at any time, right from the ConnectSmart Hostess client terminal. This is especially useful to handle unexpected occurrences, such as when a bus pulls in or the weather changes.



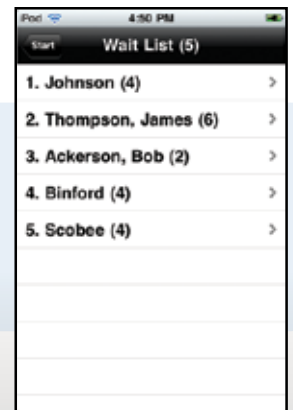
## Keeping Up to Date from Anywhere on the Floor



For those operators who want the added benefit of making table status updates to the ConnectSmart Hostess client terminals from anywhere on the restaurant floor, the operator can choose to use table scout devices – and also use QSR's ConnectSmart TableBoss.

With ConnectSmart TableBoss, any in-store team member can update a table's status (such as making a table dirty or cleared, or showing that a check has been printed or closed) from outside of the ConnectSmart Hostess terminals. TableBoss can run on any Windows terminal on the network, including point-of-sale terminals.

And by adding QSR's ConnectSmart Hostess Mobile software, in-store team members can make table status updates from anywhere in the restaurant using a handheld device such as an Apple® iPod touch®. Team member can also greet parties, edit parties, view the wait list, and make changes to the wait list with the same device.



## Focus on and Capture the Total Guest Experience

With real-time, actionable information, operators who rely on QSR's ConnectSmart Hostess are powerfully connected for smart service timing. ConnectSmart Hostess captures such information as guest preferences, number of visits, items ordered, and birthdays – as well the timing between each phase of the each guest experience.

For proactively managing in real-time, a dashboard display ensures users can constantly monitor guest status and key metrics. The dashboard shows the up-to-the-second number of seated, waiting, and paged parties. The dashboard also shows the number of occupied and lost seats along with current seating efficiency. Extremely helpful, the dashboard displays the average wait time for common party sizes, enabling the hostess to answer inquiries for guests who have not yet entered the wait list.

In addition to the dynamic dashboard, there are a number of reports available from the ConnectSmart Hostess terminal – including a list of seated and waiting parties as well as special events, such as anniversaries. Based on the operator's configuration, many of these reports can be printed at any time. Standard and custom reports in a Crystal Reports® format are also available at the push of a button.

With standard database access for managing key guest and service data, ConnectSmart Hostess also offers the critical information needed in historical formats. Using a Microsoft® SQLServer® Express database, the data is easily extracted. By analyzing seating statistics, table turn data, and guest information in historical formats, operators can make decisions that improve the guest experience and the bottom line.



## Flexibility in the Restaurant and at the Corporate Level

Like changing quoting methods on the fly, in-store managers can also make adjustments to suggested seating from within the restaurant at any time for a specific day. ConnectSmart Hostess offers four different options when determining how to make seating rotations. Each of these suggested seating methods can be changed, and the individual parameters within those methods can be altered during a specific day. This includes pace of service, which determines how long the system waits to suggest a table from the same section to avoid double seating a specific server. The intelligent ConnectSmart Hostess also takes into account transferred tables when making seating suggestions. For instance, if a party moves from one table within one server's section to another table within a different server's section – ConnectSmart Hostess accounts for this activity, and the first server gets the next appropriate table based on guest preferences and other seating rules built by the operator.

Following QSR's philosophy of providing maximum flexibility, operators customize the ConnectSmart Hostess specifically for their environment using the wizard driven Hostess Builder Pro. And in-store managers can make certain changes needed for individual sites with the intuitive Hostess Site Builder.

Where the Hostess Builder Pro is optimized for the operator's information technology team members, the Hostess Site Builder is built specifically for restaurant managers to provide a mechanism for each restaurant to easily customize the specific set up to meet the individual productivity needs of the store. These settings include restaurant information, operating hours, operating exceptions, tables, table groups, server stations, and party preferences.

Run on the manager's backoffice computer, Hostess Site Builder can only be used with the proper user identification and password. This ensures the manager is aware of any changes made to his or her store set up.

