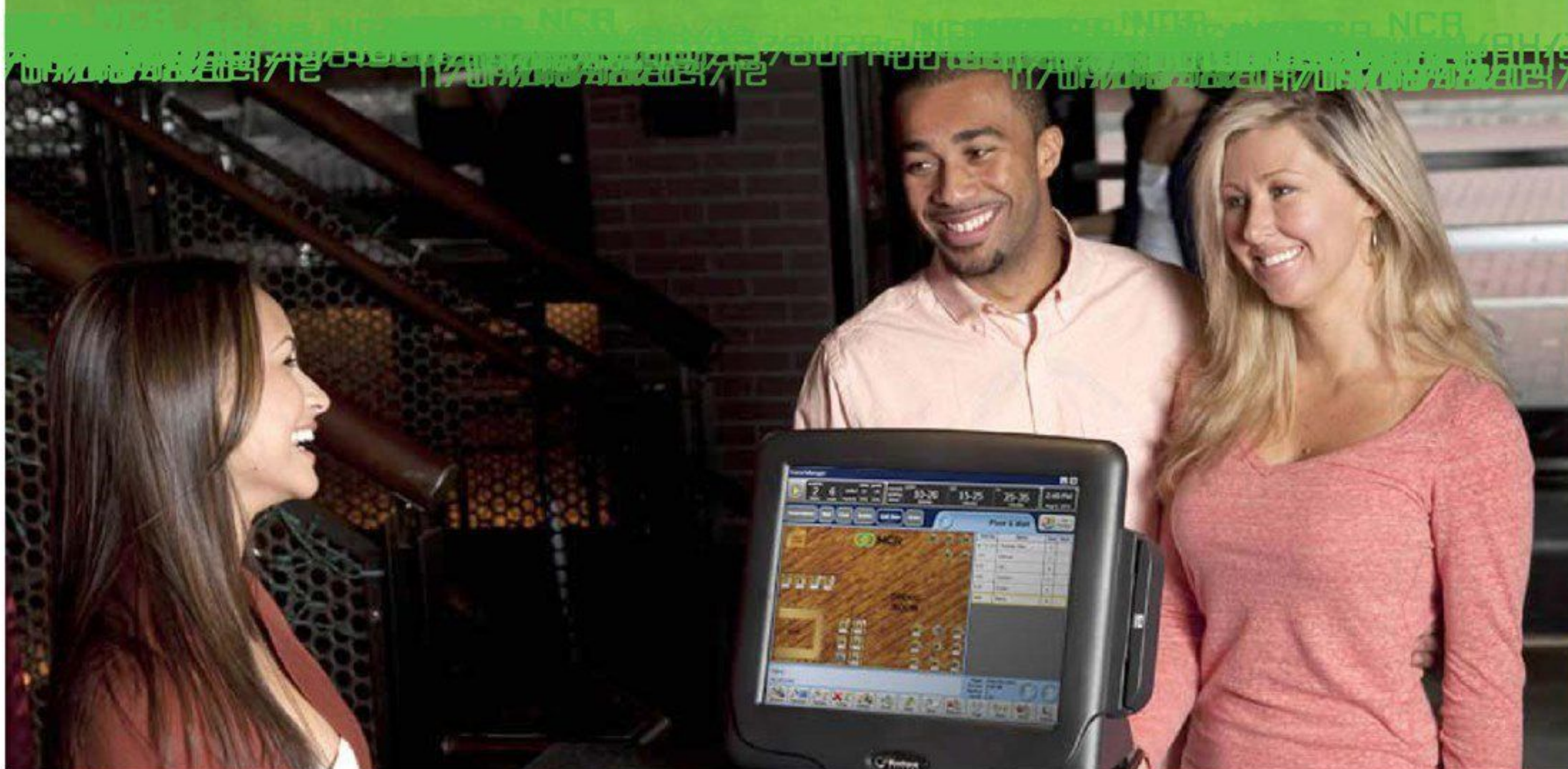


# I AM NCR ALOHA GUEST MANAGER



## Tools to deliver a truly memorable guest experience

Aloha Guest Manager is an advanced reservations and waitlist management application that integrates with the Aloha POS. Aloha Guest Manager enables restaurant operators to provide accurate quote times and personalized service, reducing table turn times and enhancing the guest experience. Aloha Guest Manager also dramatically improves a site's operational efficiency by eliminating manual processes for the hosts and providing managers with historical data to help identify problem areas in the seating cycle.

### Superior customer service

Aloha Guest Manager enables hosts to provide guests with accurate wait time estimates and capture and respond to their requests. In addition, the solution includes a customer database that tracks preferences and visit history, helping hosts identify repeat visitors and VIPs quickly.

### Improved seat utilization

Restaurants depend upon rapid service and high seat turnover to maximize revenue with every meal service. Use seat utilization tools to match parties to their appropriate table size, increasing seating efficiency and reducing the number of empty seats.

For more information, visit [www.riva.com.au](http://www.riva.com.au),  
or email [sales@riva.com.au](mailto:sales@riva.com.au), or call us at 1800 810 810



# Why NCR?

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables nearly 550 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with approximately 29,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

## Increased host productivity

Automate server rotation with every seating, ensuring equitable distribution of guests and improving speed-of-service. Add reservation functionality to provide real-time reservation capabilities and send email reminders to guests.

## Operational metrics to drive performance

Aloha Guest Manager delivers real-time analytics on server performance, table turns and customer behavior. These valuable analytics allow you to accelerate service and assign high performing staff to busy shifts.

## Branded online reservations for guest convenience

With Aloha Online Reservations, you can book and manage guest reservations from your own website, enhancing your brand. The solution is easy and cost-effective to implement, providing you with expanded marketing and customer service capabilities.

## Integrated paging and handheld capabilities

Initiate paging a guest to a third party paging system from within Aloha Guest Manager.

## Easy management of walk-in and call-ahead guests

Flag wait list guests as either walk-in or call-ahead. Call-ahead guests are color coded until they arrive and are checked in. Call-ahead and reservations can be accepted remotely in the back office.

## Connect with customers via text messaging

Using Guest Manager, you have access to unlimited text messaging functionality that notifies your guests when their table is ready or to confirm a reservation being made.

## Key features

- Accurate wait time estimating to set guest expectations appropriately and reduce frustration
- Intelligent table tracking capabilities to increase per-seat and total meal service revenue
- Customer service database to capture requests and preferences
- Integrates with NCR Aloha Online Reservations and point-of-sale terminals for full-service reservation, waitlist and table management capabilities, and sales processing
- Operational metrics include no check alerts on seated tables; server performance; total table turn time; and guest no-shows, walkaways and cancels

NCR continually improves products as new technologies and components become available. NCR, therefore, reserves the right to change specifications without prior notice.

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