



Aloha
Guest Manager

ALOHA GUEST MANAGER

Providing a memorable guest experience will set you apart from your competition and keep your customers coming back. The new innovative Aloha Guest Manager solution intelligently tracks table status, reduces the time tables that are left unseated, maximizes seating efficiency and captures key guest information to help you provide personalized service.

Radiant System's Aloha Guest Manager solution allows you to improve your guest experience by seating your guests quickly and efficiently and quote accurate wait times. It offers reservation management, waitlist management, table management and guest tracking that is synchronized in one tightly integrated solution with the Aloha Point-of-Sale.



ALOHA GUEST MANAGER

ENHANCE GUEST EXPERIENCE

- Provide accurate wait quotes to reduce the risk of frustrated guests
- Capture and respond to guest requests and preferences
- Flag guests with attributes clearly visible on the waitlist and floor view

ENABLE OPERATIONAL ANALYSIS

- Pinpoint problem areas in the seating cycle
- Identify repeat and VIP guests to provide personalized service

INCREASE SEAT UTILIZATION & SEAT MORE GUESTS

- Match party size to table size maximizing your seating efficiency and reducing the number of empty seats in your restaurant
- Know when tables become available and avoid seating small parties at large tables
- Real-time remote updates allow you to reduce the amount of time tables are empty
- Reduce customer walk-outs with accurate wait quotes

INCREASE HOST PRODUCTIVITY

- Remove guesswork when quoting wait times
- Ensure compliance with requests when seating guests
- Automate server rotation when seating
- Reduce call times for reservations and increase reservation capabilities

ALOHA GUEST MANAGER KEY FEATURES & BENEFITS

WAITLIST

➤ MANAGEMENT OF WALK-IN AND CALL-AHEAD GUESTS

Flag waitlist 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.

➤ ACCURATE WAIT QUOTES

Accurate wait times are calculated by determining the best table match per waiting party based on expected table turn time, party size and guest requests.

➤ SUGGESTED & PREFERRED SEATING

Automate table selection to maximize seating efficiency and server rotation.

➤ INTEGRATED PAGING AND HANDHELD

Initiate paging a guest to a third party paging system from within Aloha Guest Manager. Remotely update table status via HME TableScout® handheld paging system.

RESERVATIONS & GUEST TRACKING

➤ MANAGEMENT OF GUEST DATA WHEN BOOKING RESERVATIONS

Capture guest preferences and past visits for real-time use and historical reporting.

➤ MULTIPLE RESERVATION BOOKS

Create reservation books by day of week and for specific dates, enabling you to manage your inventory for specific events.

TABLE MANAGEMENT

➤ REAL-TIME TABLE STATUS

Customizable, intuitive floor plan display to monitor table status and seat guests. Check tender status is updated real-time based on POS activity. This allows the host staff to better identify tables close to each other that will become available at approximately the same time.

➤ MULTIPLE FLOOR PLANS

Separate the floor view into multiple rooms or zones. Create unique date-assigned floor plans to support special events.

➤ STATION & SERVER MANAGEMENT

Create stations on the fly or from pre-defined station templates. Assign servers to stations and manage opening and closing stations.

➤ LARGE PARTY MANAGEMENT

Automated table joining for large parties when the party size exceeds max seats for the selected table. Pre-assign large parties to multiple tables.

➤ REAL-TIME DASHBOARD

On-screen dashboard updated with real-time statistics on waiting and seated parties.

"AS ONE OF THE FIRST RESTAURANTS TO IMPLEMENT ALOHA GUEST MANAGER, WE WERE EXCITED TO SEE MANY OPERATIONAL BENEFITS SUCH AS THE ABILITY TO PROVIDE GUESTS WITH MORE ACCURATE WAIT-TIME QUOTES WHILE INCREASING STAFF PRODUCTIVITY."

– BILL KENT

VICE PRESIDENT OF INFORMATION TECHNOLOGY
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