



HME launches 2 automated products to boost customer service

HME Wireless is debuting two new products aimed at helping restaurants deliver better customer service in a timely manner, optimize staff productivity and promote a clean environment for customers. The new products are Curbside Valet and Restroom Attendant.

Curbside Valet

Curbside Valet, a completely wireless system requiring no power connection, notifies staff as soon as a customer has pulled into the to-go order lane or parking space. Staff no longer needs to be tasked with constantly checking and viewing a camera monitor, said Russ Ford, HME's VP of sales.

"The goal with Curbside Valet is quicker turns and a better guest experience so restaurants can leverage take-out as a larger percentage of their business," he explained, adding the system ranges in cost from a couple hundred dollars to about \$1,000. "It allows the guest to stay in their car, not having to fight through the crowd at the hostess station only to be told that to-go orders are handled at the bar. The other thing, and one of the most important things, is the fact the system provides instant notification to the to-go staff so that they can quickly greet the guest and gather the order. This encourages a proactive approach to to-go service."

When the food runner arrives at a car and greets the guest, letting him know the order food is almost ready, the guest is then confident his food has not been sitting at the hostess station getting cold, Ford said.

"Lastly, it gives the server the ability to offer the guest desserts or some other special ideas when they are closing the check and getting the order ready," he said. "The chance to up sell can add thousands to the bottom line every year with no added sales expense."

Restroom Attendant

HME's Restroom Attendant is also automated, Ford said, and notifies staff when restrooms need to be cleaned via a small transmitter placed above each door.

"Management sets a number of counts for the system (5, 10, 15, 20) whatever they think makes the most sense," he said. "When that threshold is passed, a page is sent to the attendant. They respond and clear the message by pressing the 'bathroom cleared' button. Everyone knows the restrooms need to be checked more when they are busy than when it is slow, which is common sense. Now, we have the ability to use technology to accomplish this critical operation."

A typical system for two restrooms costs under \$600, including all the parts needed for a complete system. This also includes manager alerts and escalation, Ford said.

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