

# Agenda



Process Pain



Solution



Live Demo



Conclusion



# Weingarten Overview



**Tent – Weddings** 



Wine Bar



Barn



**Lounge Areas** 



#### **Process Pain**

- Problem
  - Inundated by calls.
  - Inconvenient call timing.
  - Excessive call length.



### Process Pain Cont.

#### Affects

- Event planner
- Potential lounge area renters
- Current Weingarten guests
- Owners
- Wait staff

#### **Impact**

- Time Management
- Information Access
- Service Disruptions
- Resource Costs
- Time Management & Tips



#### Solution.

Affect

**Event Planner** 

**Potential Renters** 

**Current Guests** 

**Owners** 

Wait Staff

**Impact** 

**Time Management** 

Information Access

**Service Disruptions** 

**Resource Costs** 

Time Management & Tips



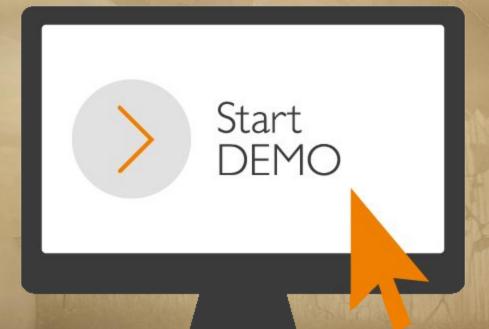
#### Process Pain Cont.

- Successful Solution
  - Improve time management
  - Improve customer service
  - Increase revenue

## Solution: Reservation Request System

- Improved reservation process
  - Collect personal information for guests
  - Display lounge availability
  - Display galleries of lounges and food trays
- Calculate reservation totals
- Delivers requests to Weingarten staff

## Live Demo



### Conclusion

- Time Management
- Information Access
- Service Disruptions
- Resource Costs



# Questions

