



# Vintner Consulting, Ltd.

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# 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

