# NCR Aloha Guest Manager

**Want to roll out the red carpet
for your restaurant guests?**

YES

## 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. Benefits include:

- **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.

- **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.

**For more information, visit www.ncr.com, email us at hospitality@ncr.com or call 1-877-794-7237.**

NCR *Aloha*

- **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.
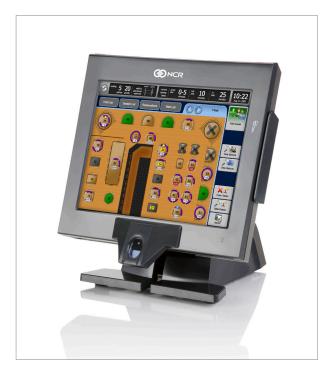
- **Integrated paging and handheld capabilities**

  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



## Why NCR?

NCR is the global leader in hospitality technology solutions, serving businesses in the restaurant, events-based venues and entertainment industries. We help our clients transform their operations and interactions with their guests and staff. From increasing speed of service to attracting, retaining and engaging customers, our solutions help our clients build better, more connected businesses.

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