



Today's Virtual Wait Management Assistant

SeatMe delivers a powerful table status, seating, and wait time management tool for restaurants. SeatMe enables users to instantly see available tables, queues of customers with reservations, walk-in seating requests, and even curbside pickup requests. Leveraging SeatMe-powered SMS messaging, hosts can quickly and easily communicate with customers. Whereas today's POS systems and ordering platforms systems ably handle customers once seated, few improve upon the experience from point of arrival, or capitalize on making an exceptional first impression.

With SeatMe, not only can you see real-time table status information, your organization can also manage all reservations, special requests, and customer needs from the time of reservation through seating. SeatMe offers true bi-directional messaging capabilities enabling customers to communicate in real-time with staff for booking reservations, making changes, or to manage takeout. Customers simply text from a selection of pre-defined keywords to request seating, make a reservation, link to your online ordering platform, see a menu, or request a check, for example. The associated keywords might include SEATME, RSVP, ORDER, MENU, or CHECK for example; when texted each triggers an automated response or link. Text responses enable a customer to begin a dialogue while links might open a menu. SeatMe features also include a powerful reporting tool and detailed customer interaction logs.

The screenshot shows the SEATME web application interface. At the top, there is a navigation bar with the SEATME logo, user information (Hello myname@mycompany.com!), and a Logout button. Below the navigation bar are two main buttons: "Add Party" and "Add Reservation", followed by a search bar labeled "Search Name..." and a "Search" button. The main content area is a table with the following columns: Party, Seating Type, Party Size, Preferred Table, Notes, Wait, Notified, Notify, and Actions. The table contains three rows of data:

Party	Seating Type	Party Size	Preferred Table	Notes	Wait	Notified	Notify	Actions
Jameson (222) 324-5678 Walk-in	Indoor	4	No	1 toddler; need high chair	5 min	N/A		
Tabit (999) 876-5432 Walk-in	First Available	2	No	Prefers booth	0 min	N/A		
Winters (999) 876-5435 Walk-in	Outdoor	5	No	40th Anniversary; navy blazer	0 min	N/A		

A red circular button with a white upward-pointing arrow is located in the bottom right corner of the interface.

SeatMe provides real-time table status, and management of three types of seating options: Walk-in table seating (ADD PARTY), Reservations (ADD RESERVATION), and Curbside Pickup (PICKUP).

Real-Time Table Status

A table floorplan view enables the host to see all seating options for your venue. It uses color coding to indicate table status and allows you to configure a variety of parameters for a table including type, location, and seating capacity.

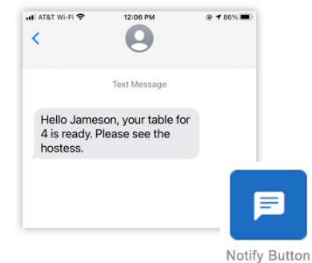
Parties and Reservations

'Add Party' and 'Reservations' buttons enable you to quickly record the name and size of the party, mobile phone number, seating type (indoor, outdoor, bar, etc.) and to add tags (special occasion, VIP, highchair or wheelchair accessible for example) and notes. Preferred locations can also be designated.

When a walk-in party or a reservation is added, it becomes part of a queue that displays party size, and notes. Walk-ins also display wait time on the main dashboard, whereas reservations show the date and time reserved.

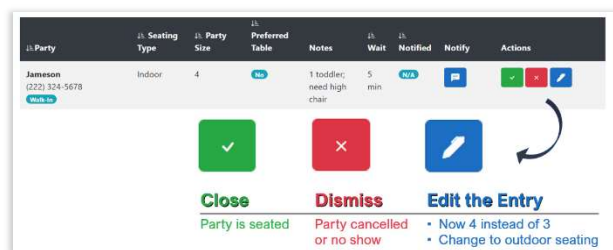
Every party in the queue can be managed with the click of a button. SeatMe provides action buttons for seating notifications, for clearing a party in the queue, and for editing a party's information or seating request.

- Notifications let a party know that a table has become available. Clicking the **NOTIFICATION** button sends a configurable custom message as an SMS text message to the party's phone. If there is no response, the notification can be repeated.



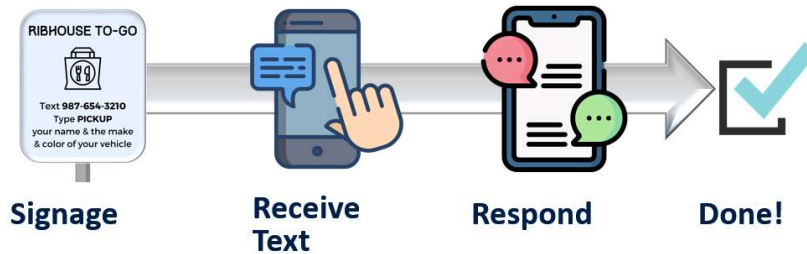
- Parties in a queue can be cleared using the **CLOSE** or **DISMISS** buttons. Click Close when the party has been seated, Dismiss for cancellations or no-shows.

- Seating requests, reservation times, or party information can be updated using the **EDIT** button. This brings up the data entry popup shown when the seating request was originally added.



Curbside Pickup

SeatMe also simplifies curbside pickups. Signage in the pickup area informs customers to text a pre-designated number and enter a keyword such as “Pickup” followed by descriptive information determined by your venue. This might be a parking spot number or car description. The text is delivered to designated responders who can quickly reply with an order status via SMS text messaging. As with walk-in parties and reservations, all curbside pickups can be viewed via a dashboard.



SeatMe Setup

SeatMe setup is easy. We configure your organization and import your floorplan and table parameters; you add staff users and define your custom messages and keywords. SeatMe additionally offers a number of integration options for POS systems and online ordering platforms. The SeatMe portal can be accessed via computer, tablet, or smartphone.



To conclude, SeatMe ensures an exceptional customer experience from point of arrival, provides improved seating management tools for staff, and gives managers access to vital analytical data.

	Walk Ins	RSVPs	Curbside
Real-Time Table Status	✓	✓	
Intelligent Wait-Time Estimator	✓	✓	
SMS Notification Of Readiness	✓	✓	
Custom Message Templates	✓	✓	
Bi-Directional Text Chat	✓	✓	✓
Queue Display By Wait Time	✓	✓	✓
Historical Logs & Reporting	✓	✓	✓