WaiterCall

now your delivery can be as hot as your food

CST's WaiterCall

delivers **immediate** benefits for food service operations

CST
Call-Systems Technology

WaiterCall

now you don't have to wait for a waiter!

Extensively used in the restaurant and hotel sectors WaiterCall increases customer satisfaction, improves table turns and reduces labour costs.

In operation, when the food is ready, Chef presses the transmitter sending a silent 'message' to a staff pager. The pager gently and silently vibrates, signalling the exact moment the order is ready for pick-up, eliminating wasted trips to and from the kitchen, increasing server floor time to make valuable up-sales.

WaiterCall eliminates the need for bells or raised voices from the kitchen, improving the dining atmosphere and repeat business. It eliminates cold food complaints and guarantees less wastage.

The VPS system consists of 2 components, the WaiterCall Pager™ and WaiterCall Transmitter™.

The WaiterCall Pagers™ are designed for daily use. Manufactured to high standards they are durable, rugged and reliable. They are water and shock resistant and are designed to be either carried by their integral catch cord or clipped to the belt or waistband.

Two options of pagers are available. The VHF system uses rechargeable Nicad batteries with an overnight charging rack. The UHF pagers use replaceable GrandCell alkaline batteries and a separate rapid charger giving twenty five times more life than ordinary batteries.

The WaiterCall Transmitter™ is manufactured from cast aluminium for durability and ease of cleaning. It has a durable Mylar wipe clean surface and can be mounted for convenience anywhere in your kitchen without drilling. Page coded messages using the inbuilt double and triple signal facility and page all servers at once with the 'page-all' facility.

The optional server cancellation units are ideal for situations where food is dispatched to a different floor. The system will automatically keep re-calling the server until they cancel their call to confirm they have picked up their food.

The two external contacts facilitate the addition of two remote call points. In a restaurant environment these can be used as manager alert buttons from the bar or greeters desk. Small hotels, motels and lodges also use the system extensively. In the reception area, the night doorbell and phone can be connected to summon the night porter who may be occupied elsewhere in the building.

Do you want to find out more about how WaiterCall can help you to provide increased customer satisfaction?

Contact us on: 📠 **0800 389 5642**

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Increase
- Sales
- Server floor time
- Check averages
- Table turns
- Customer satisfaction
- Repeat business
- Referrals

Reduce
- Labour costs
- Wastage
- Server's time in kitchen
- Kitchen congestion
- Cold food complaints
- Noise

Improve
- Food quality
- Customer service
- Staff efficiency
- Dining atmosphere
- Customer loyalty

Customer**Call**))

no more queues.
plenty more happy customers

CST's Customer**Call**))

Instead of **queuing**, your customers
wait in the bar

CST
Call-Systems Technology

CustomerCall))

locate guests quickly with instant and discreet paging

CustomerCall is suitable for a wide variety of hospitality, leisure and service industries.

In a restaurant environment, it is important at busy times, to reduce customer-waiting time to increase table turns. At these times CustomerCall becomes invaluable.

On arriving, the customer is handed a CustomerCall pager if a table is not available. This alerts them when the table is ready, allowing them to go to the bar while they wait without losing their place in the line. Knowing that the queuing system is properly managed, customers can relax, spending more in the bar.

As soon as the hostess is advised that a table is about to become available, instead of leaving their post, they can instantly and discreetly contact the next party for seating.

This means tables are not left standing empty between seatings and consequently it is possible to turn several more tables in a busy shift and increase revenue.

Extra profit is made from reduced 'walk-aways' word of mouth referrals and increased customer loyalty.

In environments where CustomerCall is used to call customers back to collect food, staffing costs can be lowered with self service.

The system is ideal for use in:

- Restaurants, retail and leisure industries using promotional pagers can reduce queues and customer frustration, increase spend-per-head by allowing customers to browse, shop or relax without losing their place in line.
- Quiet environments such as hotels, conference centres, libraries and administration centres where audible paging can be intrusive.
- Nursing homes, nurseries and store crèches, when a carer or parent needs to be called.
- Noisy environments where overhead paging may be inefficient or inappropriate.
- Busy environments where customers are in a hurry.
- Self-service restaurants

The CustomerCall system features:

- Silent vibration / tone / flash & custom voice option
- Standard out of range and search facility
- Secure transmission
- Instant contact
- Robust and Durable
- Supports up to 999 pagers
- Superior 2 watt transmitter for high quality in-building coverage
- Extended transmission range options available
- Optional telephone interface for remote message transmission
- Full training and support
- A range of pagers available

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