WAITER MART PROJECT

PROPOSAL

Waitermart
simple solution for your future

2024

ABOUT WAITERMART

INTRODUCTION

Waitermart is a unique and comprehensive waiter management solution specifically tailored for the restaurant industry. It addresses the common challenges faced by both customers and restaurants in efficiently managing waiter-customer interactions. With Waitermart, customers can easily call a waiter or order items from the menu without needing direct assistance. This solution significantly enhances the customer experience while optimizing restaurant operations by reducing wait times and streamlining order management.

KEY COMPONENTS

1. **Table QR with Smart Menu**
2. **Android Smart Watch + Watch App for Waiters**
3. **Printed QR with Stand**
4. **Waitermart Admin - Table Management View and Order Management**
5. **Waitermart POS (Optional - Integration with BRYLIX ERP)**

WAITERMART
OUR WEBSITE

- **https://waitermart.com**

TABLE QR WITH SMART MENU

OVERVIEW

The Table QR with Smart Menu is a key component of the Waitermart solution, enabling customers to access the restaurant's menu and services directly through their smartphones. This system revolutionizes the traditional dining experience by allowing customers to order food and beverages without needing to wait for a waiter.

FUNCTIONALITY
SMART MENU ACCESS
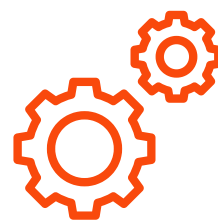
Customers simply scan the unique QR code placed on their table to access the Smart Menu through their mobile browser. The menu is customized with the restaurant's branding and offers an intuitive, user-friendly interface.

MENU NAVIGATION

Customers can easily browse through categories, search for specific items, and add their desired products to the cart. The Smart Menu is designed with an optimized user experience in mind, allowing for quick selection and ordering.

ORDER PLACEMENT

After reviewing their order in the cart, customers can place it directly with the restaurant's cashier. To ensure security and build a customer database, an OTP-based mobile number verification is required before finalizing the order. This step also helps mitigate fraud and ensures that the restaurant can engage with the customer for future promotions.

REVALIDATION PROCESS

Once an order is placed, the customer will need to re-scan the QR code to verify their table location and the restaurant. This step is only required once every 30 days if the same mobile number is used, making repeat orders even more seamless.

BENEFITS

ENHANCED CUSTOMER EXPERIENCE

Eliminates the need for physical menus and minimizes the wait time for ordering, providing a faster and more convenient dining experience.

OPERATIONAL EFFICIENCY

Reduces the workload on waitstaff, allowing them to focus on service delivery rather than order-taking.

CUSTOMER ENGAGEMENT

The mobile number verification process builds a valuable customer database, enabling targeted promotions and loyalty programs.

WAITER WATCH SOLUTION

OVERVIEW

The Waiter Watch Solution equips restaurant waitstaff with Android smartwatches pre-installed with the Waitermart app, transforming the way they manage customer requests. This innovative tool ensures that waiters are promptly notified when a customer needs assistance, leading to quicker service and improved customer satisfaction.

KEY FEATURES

REAL-TIME NOTIFICATIONS

The smartwatch displays the table or room name in different colors based on the wait time: green (under 5 minutes), orange (5-10 minutes), and red (over 10 minutes). This color-coded system helps waiters prioritize their responses based on urgency.

ALERT SYSTEM

Waiters receive sound notifications along with visual alerts, ensuring that they do not miss any customer requests. The watch can display the initial queue of up to four tables at a time.

CUSTOMER INTERACTION

Once a waiter attends to a customer, they can mark the request as completed by simply touching the table name on the watch interface. If a customer decides to cancel their call or order, they can do so through the Smart Menu, and the waiter will be notified immediately.
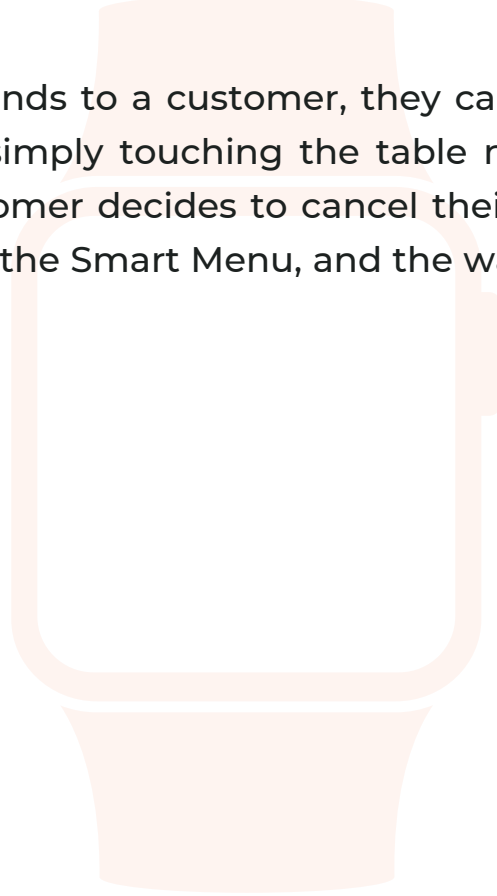
BENEFITS

IMPROVED SERVICE EFFICIENCY

Reduces response times and helps waiters manage customer requests more effectively, leading to higher customer satisfaction.

ENHANCED PRODUCTIVITY

Waiters can quickly assess which tables need attention, allowing them to manage their workload more efficiently.

REDUCED CUSTOMER WAIT TIME

The proactive alert system ensures that customers are attended to promptly, enhancing their overall dining experience.

WAITERMART ADMIN

Table Management View and Order Management

OVERVIEW

The Waitermart Admin interface serves as the command center for managing the restaurant's operations. It offers a comprehensive dashboard for overseeing table statuses, managing orders, and controlling product availability. This tool is designed to provide restaurant administrators with real-time insights into the dining room's activity, ensuring smooth operations and quick response times.

KEY FEATURES

PRODUCT MANAGEMENT

Restaurant administrators can easily create and manage product listings, including images and availability status. These products are automatically synced with the Smart Menu, ensuring that customers always see up-to-date offerings.

TABLE MANAGEMENT VIEW

This view provides a real-time overview of each table's status, including ongoing orders and customer interactions. Administrators can monitor service flow, identify bottlenecks, and make adjustments as needed.

ORDER MANAGEMENT

All orders placed through the Smart Menu are routed to the Order Management interface, where staff can view detailed information about the customer, table, and products ordered. A notification system alerts the staff to new orders, ensuring prompt processing.
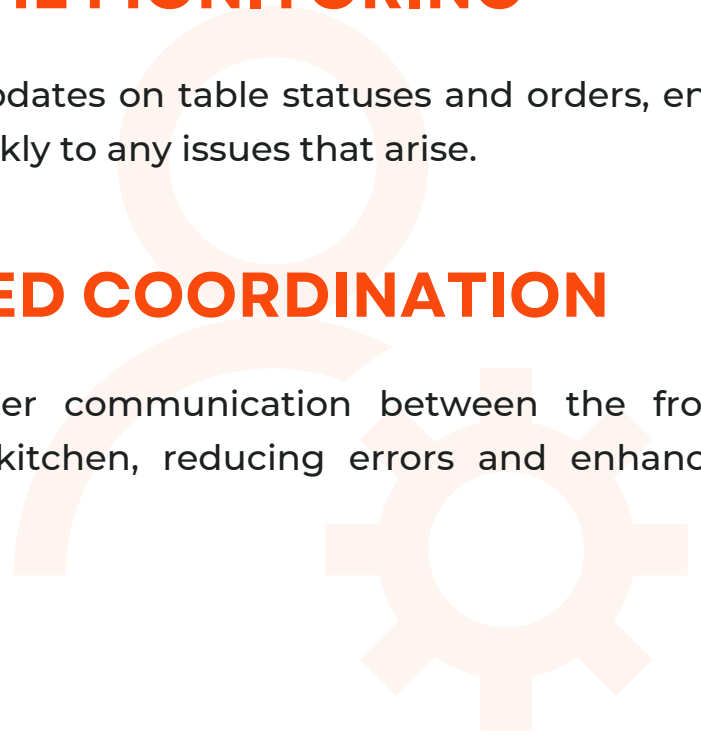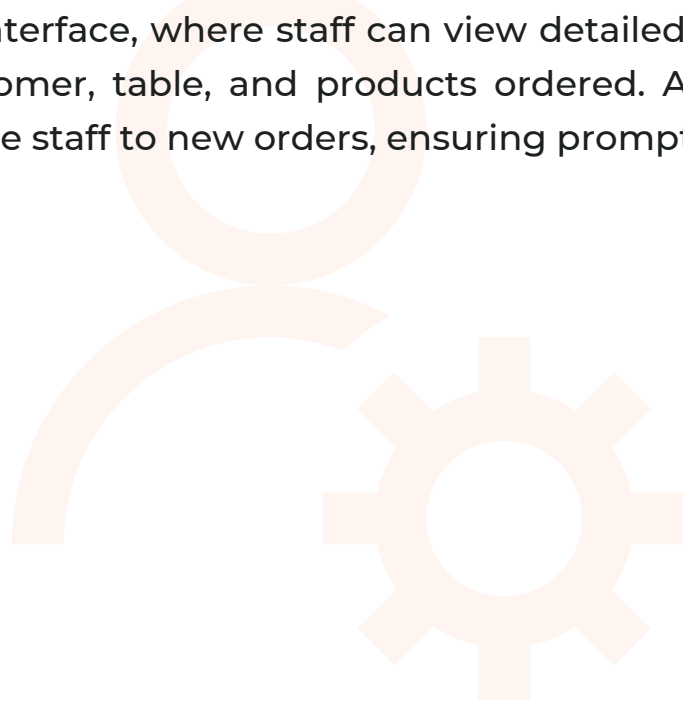
BENEFITS

CENTRALIZED CONTROL

The Admin interface consolidates all aspects of restaurant management into a single, easy-to-use platform, streamlining operations and improving efficiency.

REAL-TIME MONITORING

Provides live updates on table statuses and orders, enabling staff to respond quickly to any issues that arise.

IMPROVED COORDINATION

Facilitates better communication between the front-of-house staff and the kitchen, reducing errors and enhancing service delivery.

WAITERMART POS

(Integration with BRYLIX ERP)

OVERVIEW

The Waitermart POS is an optional but powerful addition to the Waitermart solution, offering a full-fledged point-of-sale system that integrates seamlessly with the BRYLIX Cloud ERP (https://brylix.com/) . This integration provides restaurants with a comprehensive management solution that extends beyond table and order management to include full ERP functionality.

KEY FEATURES

AUTOMATIC SYNC WITH SMART MENU

The POS system is automatically synced with the Smart Menu, eliminating the need for manual entry of product details, prices, or images. This ensures that the POS always reflects the current menu offerings.

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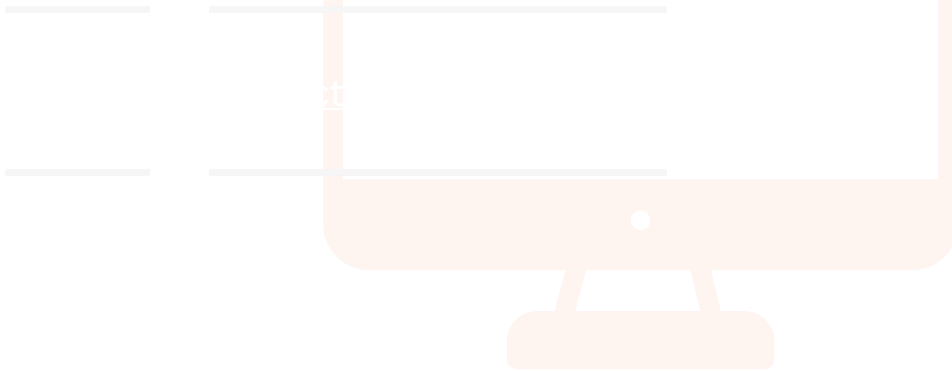
INTEGRATED TABLE AND ORDER MANAGEMENT

The POS interface includes all the features of the Waitermart Admin, with additional tools for processing payments and managing customer orders. New orders appear directly in the POS system, streamlining the workflow.

KITCHEN ORDER TICKET (KOT) AND BAR ORDER TICKET (BOT)

The POS system includes KOT and BOT features, allowing orders to be sent directly to the kitchen or bar for preparation. This reduces the chances of miscommunication and ensures that orders are processed quickly.

EXTENDED ERP FUNCTIONALITY

By integrating with the BRYLIX Cloud ERP, restaurants can access additional modules for accounting, HR, production, and more. The system supports multi-branch and multi-company operations, making it ideal for larger restaurant chains.(The POS system is automatically synced with the Smart Menu, eliminating the need for manual entry of product details, prices, or images. This ensures that the POS always reflects the current menu offerings.)

BENEFITS

COMPREHENSIVE MANAGEMENT SOLUTION

The Waitermart POS, integrated with BRYLIX ERP, provides a one-stop solution for managing all aspects of restaurant operations, from order taking to financial management.

OPERATIONAL EFFICIENCY

The seamless integration between the POS and Smart Menu streamlines order processing and reduces the potential for errors.

SCALABILITY

The ERP integration offers advanced features for multi-branch management, making it a suitable solution for growing restaurant businesses.

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THANK YOU

POWERED BY rylix