



Advantech Cloud-Based Queue Management Solution for Restaurant

Enhance Your Operation Efficiency by Improving Customer Satisfaction, On-site Management and Big-data Analysis!



Satisfied Customer

No more queue for customers! Improve dining experience and enhance customer satisfaction by using Advantech Intelligent Services's cloud-based queue management app.



Efficient Staff

Instead of managing customer waitlists with a paper and pencil, restaurant staff can use the management app to view the queue status and seat waiting customers. The provision of a user-friendly interface and real-time queue reports enhances on-site management, which ultimately increases sales revenue by enhancing customer service.



Intelligent Headquarter

The cloud-based queue management solution generates real time reports on customer queuing status, customer big data, and branch store performance statistics, from the back end system to managers. Management levels can do user behavior analysis, customer relationship management and precise marketing after collecting these data. As a result, higher sales revenue can be generated and total operation efficiency improved.

ADVANTECH

**Intelligent
Services**

www.advantech.com/iretail-hospitality



3 Steps to Get Your Queue on Cloud!

1
STEP

Choose Restaurant



2
STEP

Key-in
Customer Data

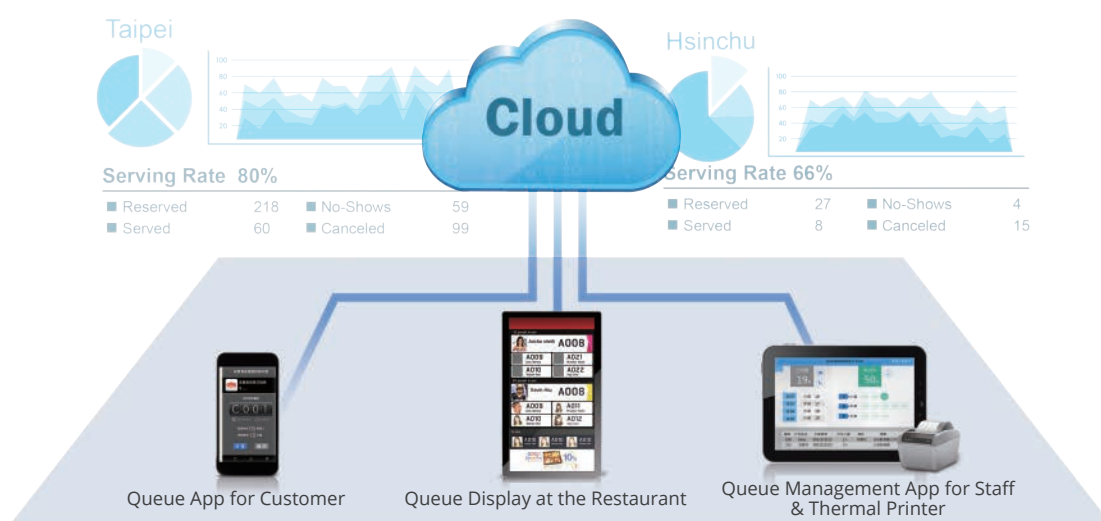


3
STEP

Queue on Cloud!



SYSTEM ARCHITECTURE



User Friendly Mobile App

A mobile App is designed for end-customers to solve the queue problem. With a graphical user-interface, your customers can queue on cloud in 3 simple steps:

- 1 Explore the restaurant facilities and menu
- 2 Enter the number of people and dining time
- 3 Obtain a queue number and receive real-time notifications when a table is ready

Real-time queue status display

A calling display can show the real-time queue status. When there is a table available, restaurant staff can call in the next group in line with a tablet

Smart on-site management for Staff

With the Queue Management App designed for restaurants, the staff can make table and seating arrangements for guests easily through a tablet. For those customers who are already at the restaurant and didn't queue on cloud, they can also get their queueing number through the thermal printer.

CASE STUDY Shabushi



Shabushi Buffet by Oishi in Bangkok, Thailand

After its successful implementation at eight branches, the Shabushi Buffet by Oishi Group, a Thailand based company that specializes in Japanese food and beverages, is deploying Advantech Intelligent Services' cloud-based queue management solution at another 20 branches around Bangkok, Thailand. For both restaurant staff and customers, this solution eliminates the challenges associated with queuing, especially during peak hours.

After deploying the cloud-based queue management solution, Shabushi not only improved its service quality, but also increased its overall revenue through analysis of big data collected from customers and the branch performance statistics provided by the back-end system.