

# OST SYSTEMS



## MANAGERS USER'S GUIDE

## Introduction

## Manager User Manual

ESP Systems™ is a wireless network that seamlessly and instantly connects the guest with the servers, and the servers with the host, bar, kitchen, and managers. This is the first Guest Customized Service System™ on the market.

ESP will change the face of your service model. Servers will take fewer steps, guests will be happier and tell their friends, and managers will now have real time performance data on their service model. Never before have managers been able to know exactly when their service model is breaking down.

Website: [www.espsystems.net](http://www.espsystems.net)

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## Manager User Manual

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**INTRODUCTORY FAQ'S**  
**What is ESP?**



Definition of ESP: Extra Sensory Perception. The 6<sup>th</sup> sense, the ability to read peoples' minds. ESP is the first Guest Customized Service System™. It streamlines the service model, through a series of Alerts that come.

### **Training ESP - What is ESP E-Learning?**

ESP has designed a series of courses to train you and your associates prior to you ever having ESP installed in your building. This way you can be prepared!  
Here is how to access the ESP E-Learning Site.

Log onto <http://projects.getthinking.com>

Enter the user name: The user name is:

Enter the password: The password is:

This will bring you to a black screen with a small computer icon on it.

On this screen go to the taskbar across the top and click on Tools.

Click on the pop up blocker and make sure the pop-up blocker is turned on (blocking the pop-up's)

Then click on the computer icon and the program will run.

This course has to be taken from a high speed internet location. Otherwise the program will not load!

For best retention the course should be taken prior early in the training.

### **Component**

Input a picture of the Host-Linc



### **Entering the Roster**

Input a picture of entering the roster here.

### **Populate a Floor Plan**

Input a picture of a floor plan and dragging and dropping

### **Changing a Floor Plan**

Insert a picture of how to change a floor plan

### **Reassigning a Table**

Insert a picture of how to change a floor plan

### **Enter Streaming Messages on the Hub**

Insert a picture of how to enter streaming messages

### **Enter Alert Setting Levels**

Insert a picture of how to enter alert Settings

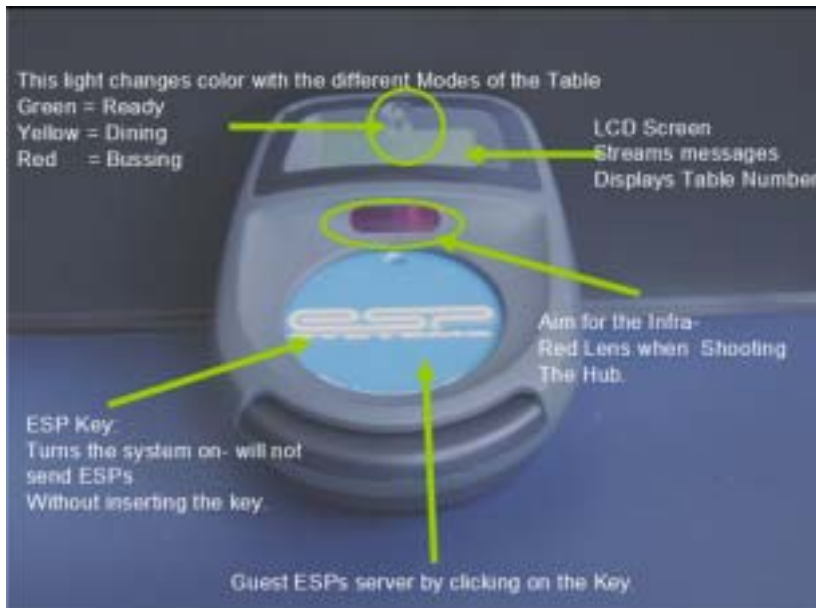
Brief outline of how to decide what alert settings should be

### **ESP HUB**

Place on center or front edge of table for ease of Shooting the Hub.

### **MAINTENANCE**

### **TIPS**



Charge Weekly for best battery life.

Store extra Hubs in a charger as back up.

**CLEANING**

Wash frequently with soap and water. The hubs are waterproof. Be carefull not to scratch the lenses.

**ESP Key**

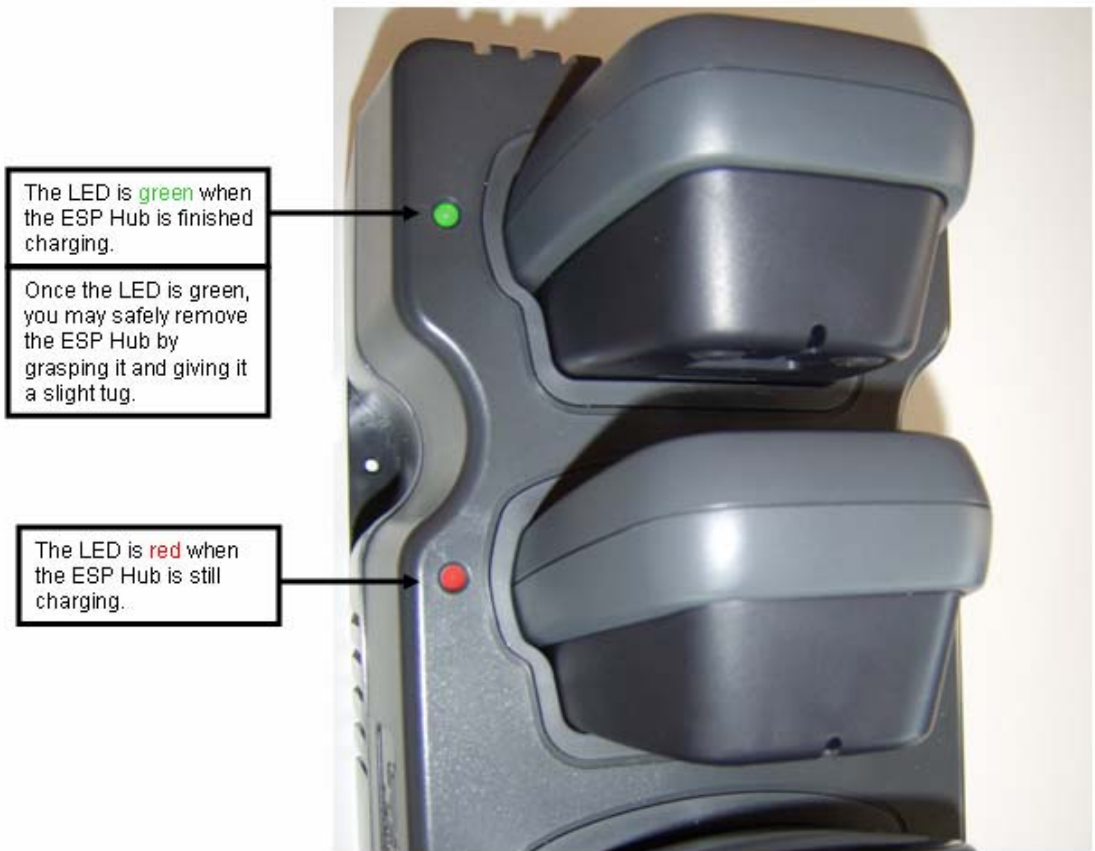
Insert a picture of the key  
 Insert ordering procedures for the keys  
 Insert Tips on storing the keys

**ESP Watch**

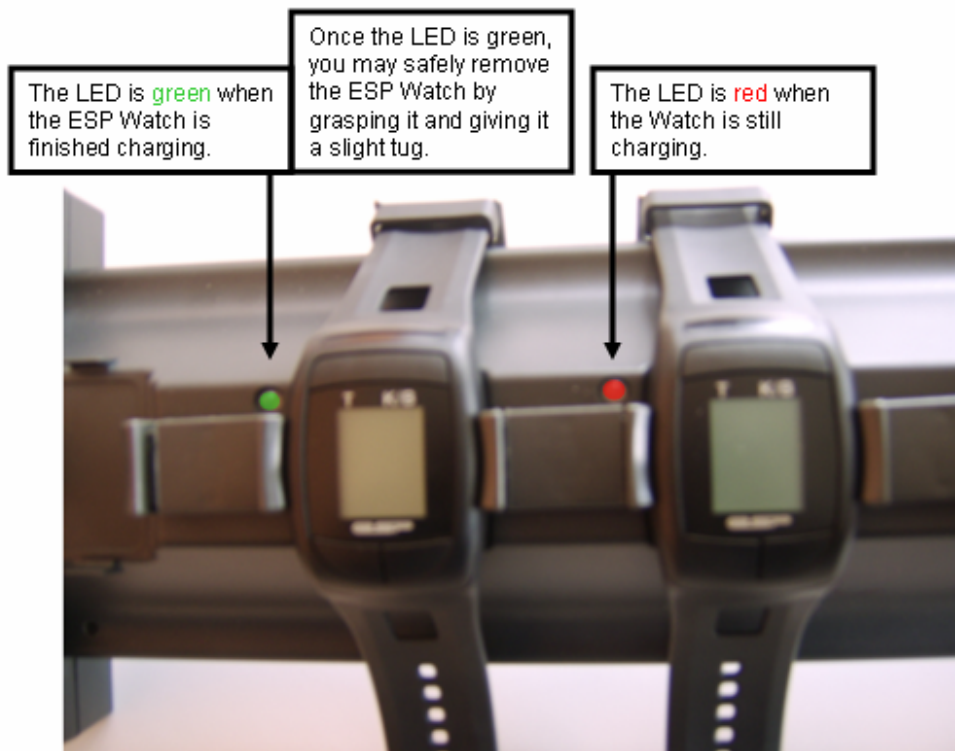
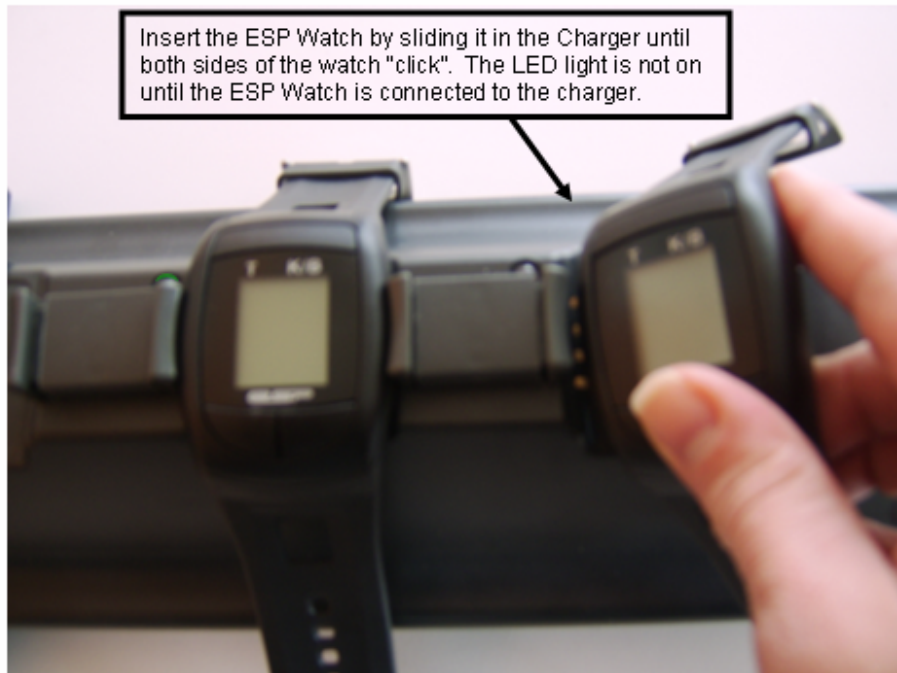
Insert a GOOD picture of the watch and outline the Columns and what the different functions are.

**ESP Hub Chargers**





## **ESP Watch Chargers**



## ESP KITCHEN-LINC TIPS





Every FOH employee needs to know how to use the Kitchen-Linc.

Use the Kitchen-Linc with EVERY table, to capture good data and build good habits.

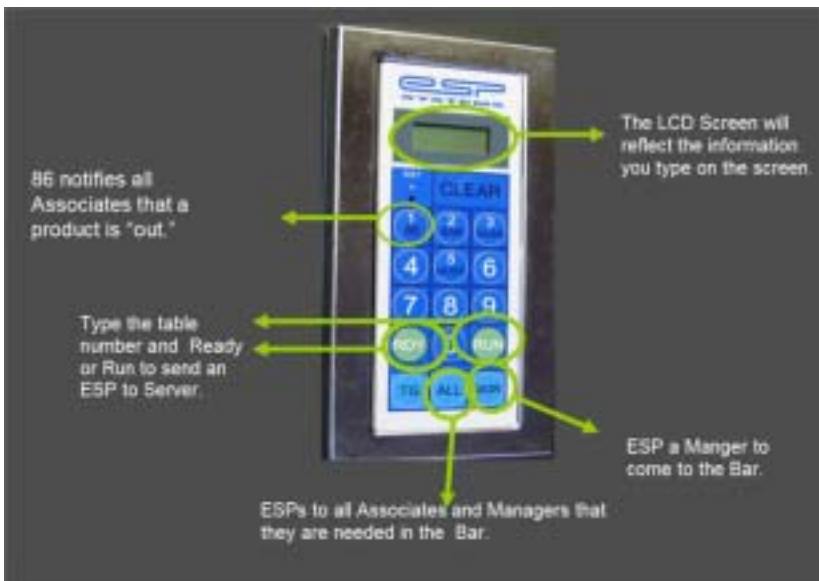
**MAINTENANCE**  
No on-going maintenance required.

If it ever needs to be re-set, unplug it for a minute and plug it back in.

**CLEANING**  
Spray with hose or

clean with water. No abrasives.  
Clean daily.

## ESP BAR – LINC



## TIPS

Bartenders should use the Bar-Linc with EVERY order.

This will capture good performance data and build good habits.

**MAINTENANCE**  
No ongoing maintenance required.

To reset unplug for 1 minute and plug back in.

**CLEANING**  
Spray off with hose, or clean with water. No abrasives.  
Clean daily.

## LMS: Learning Management System







Insert info here

## ESP E-Learning:

Included above?





All these alerts will appear on the Host-Linc, some will also appear on the Managers watch. You now have two tools to assist you in identifying holes in your service model. FOH Managers can immediately re-position the team to address the situation. Hosts will be relied on to assist in reacting to these alerts.

## Associate ESPs

ESP	DEFINITION	RESPONSE
<b>I'VE BEEN SAT</b> 	You've been sat!	Get to that table quickly and welcome them to the restaurant. Deliver the WOW Step.
<b>GUEST ESP</b> 	Your Guest Needs You!	Quickly check in with the table by recognizing that they have ESP'd you.
<b>DRINK READY/RUN</b> 	ESP's you that your drinks are up. When the image is reversed (light on dark), your drinks have been run.	Run your drinks when they are ready. Return to table that has drinks and continue the next step of service.
<b>FOOD READY/RUN</b> 	ESP's you that your food is ready or has been run (if a reversed light on dark image shows).	Run your food when it is ready. Quality Check the table when the food is run.
<b>911</b>	911 will appear under the Drink or Food ESP when there are a lot of items at the bar or in the kitchen that need to be ran. This goes to ALL watches.	Make yourself available to help run.
<b>86</b>	86 will appear under the drink or food ESP when the Bar or Kitchen is out of an item.	Go to the Bar or Kitchen to find out which item is unavailable.
<b>BUDDY</b> 	This will be followed by an ESP that your neighboring section needs you to help with.	You will either accept or reject the buddy by pushing the left or right bottom button on your watch. (See Watch Features)
<b>BUSSING</b> 	ESP's the Busser and Host as soon as a Hub on a table is shot to Bussing.	The Busser/Host should bus the tables in the order they come in to maintain smooth flow of the restaurant.

It's critical that all associates respond appropriately to the ESPs they receive. Coach the associates in real time to change their traffic and behavior patterns to be more appropriate to the needs.

### MANAGER WATCH ALERTS

ALERTS	DEFINITION	RESPONSE
<b>BAR ALERT</b> 	The manager is needed at the bar.	Go to the bar to see what is needed.
<b>BUSSING TIME ALERT</b> 	A table has been in bussing status for too long with out being bussed.	Service Model is breaking down, you cannot seat tables. Identify what needs to change and coach the behavior.
<b>HOST ALERT</b> 	The manager is needed at the Host Stand.	Go to Host Stand to talk to a guest, help with seating, or answer question.
<b>BUDDY ALERT</b> 	Another manager needs help.	Managers are connected through the buddy alert; send a buddy signal to your co-manager when you need to talk to them.
<b>GREET ALERT</b>  TBD	Too much time has passed and the newly seated table has not yet been greeted because the ESP Key has not yet been inserted into the Hub. This is a key point in the meal for the guest as it establishes the tone of the rest of their experience.	This alert is critical to have a manager view why the service model is breaking down. Observe the server to see if he/she can greet that table, if not take appropriate action to get the table greeted.
<b>MAXIMUM ALERT</b>  <b>MAX</b>	A table has triggered the "Maximum" ESP alert by the guests ESPing their server the maximum number of times during their meal. You establish the benchmark for Max in the Host-Linc	This alert signals the manager that someone is using ESP often. This can be because they enjoy it, or it can mean that their server is being reactive. Asses the situations, if needed do a manager visit to determine table status.
<b>RAPID ALERT</b>  <b>RAPID</b>	A table has ESP'd their server X number of times in X number of minutes. (during a certain time period) You establish this benchmark in the Host-Linc.	There are times when this can be an indicator of dissatisfaction. Asses the situation and respond accordingly.
<b>DINING TIME ALERT</b>	A table has been seated for over the designated "Dining Time" trigger. This is established by company standards.	Manager table visits are essential tools that enable you to "save" any unhappy guests prior departing. This alert is a reminder to you to visit this table before they leave.

## LMS: Learning Management System

Insert info here

## ESP E-Learning:

Included above?

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modifications not authorized by the manufacturer may void users authority to operate this device.