

presto

A3 training

E la Carte

E la Carte, Inc.
@prestotablet
(530) 377-3786
www.elacarte.com

Meet your new sidekick!

This is the Presto, a tabletop tablet meant to make your job easier! The Presto is meant to be used as a service efficiency tool designed for wait staff to make the steps of service easier and enhance the guest's dining experience.

The Presto tablet allows your guests to view and order menu items, play games, and pay their check from the convenience of their table. Not only does Presto increase speed of service, but it also provides easy access for your guests to join your loyalty program(s) and enjoy special privileges of being a member. That's it, Presto!



Abilities

What your new sidekick can do



WHAT IT DOES

Visual Menu

By pressing Order/Menu, your guests can view pictures of items in the menu and read their descriptions. You can browse using the scroll arrows on the right side of the screen or by swiping the picture up or down.

Play

If your restaurant is charging guests to play games, always make sure your guest is aware of this while introducing the Presto to avoid unexpected charges.

If paid games are enabled, each check comes with 2 free games as trial.

Guests can unlock free gaming by choosing so in the prompt after the trial expires. The games unlock charge will appear in their bill.

Order

Once items are placed in the Cart they have to be sent to the kitchen. Do so by pressing SEND TO KITCHEN. You'll see the Blue light as a confirmation of success.

Check IDs immediately if there are alcoholic orders. Then unlock the Presto for alcohol if needed.

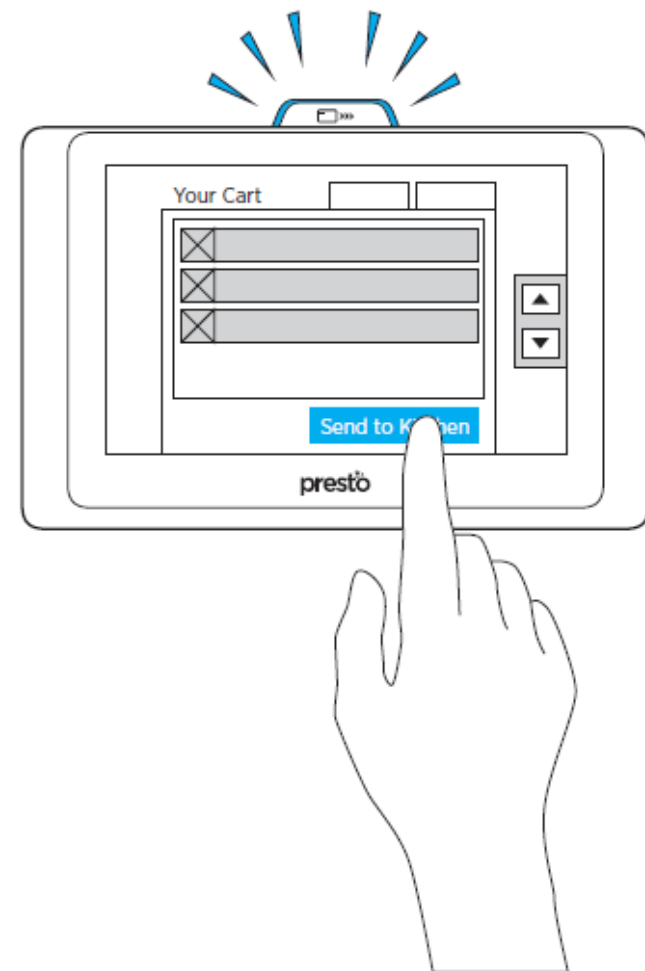
Pay

Guests can pay through the Presto whenever they want.

View the current bill by tapping Pay on the sidebar.

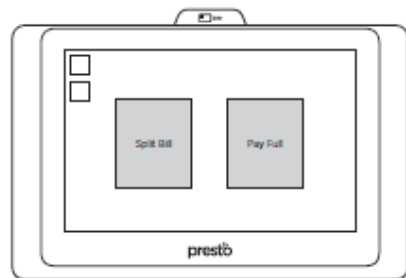
Guests can split their bills anyway they want, by even amounts or by specific items.

Guests swipe their cards, tip and sign on the Presto. They can have their receipt emailed or they can ask for a printed copy.

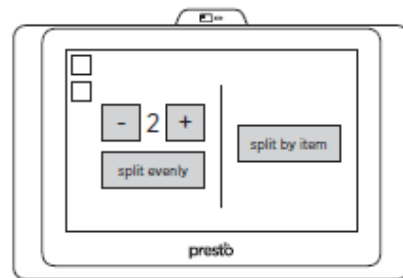


The tipping point

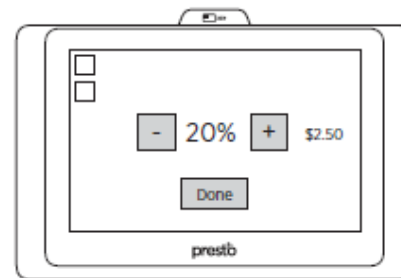
Here's an overview of the payment steps.



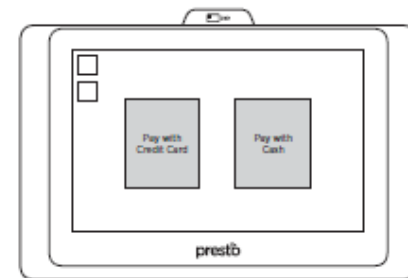
Want to split?



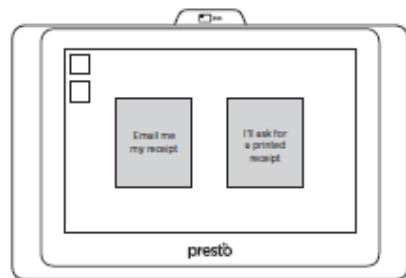
Choose split type



Select your tip



Credit card or cash?



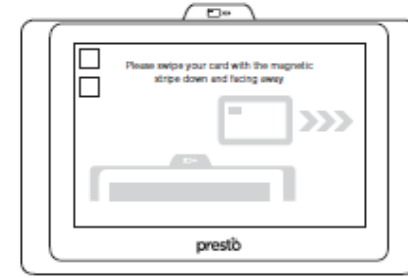
Email receipt?



Sign



Rate us!



Always make sure magnetic strip is facing away from you. Remember to choose "Pay with Card" **before** swiping the card

Let there be lights

Different colors tell a different story, learn them and use them to your advantage!



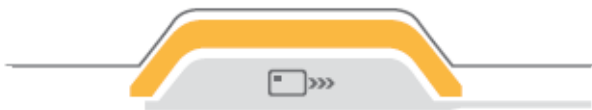
Blue: Displays when an order has successfully been sent from the Presto.



Blinking Green: Indicates the customer needs a printed receipt.



Blinking Red: Call Server feature, indicates the customer needs assistance.



Orange: Indicates the customer has begun making payment on the Presto. This includes both full and split payments.



Solid Green: Indicates payment with a Credit Card has been completed and the bill has been settled.



Solid Red: An error has occurred. Could be a wireless network problem or:

- ✘  invalid **Table Number**
- ✘  invalid **Server Number**
- ✘  **Declined Card**

If correcting this in the Control Panel does not fix the issue, **notify your manager** to contact customer support. Call **530-377-3786** / email **support@elacarte.com**

IMPORTANT NOTICE

Remember to check your status lights often - the **light will turn off after two minutes.**

If a guest initiates payments (orange), and you **do not see the green light**, they haven't paid the balance in full and may need your assistance!

Your daily setup

There are a few things you will need to do every day.



OPENING

Power up

Insert the fully charged battery into the Presto. Turn on the Presto by pressing the small round button on the back of the LED status light.

Control Panel Setup

1. Click on the INFO BUTTON.
2. Press and hold the OPEN SPACE to the left of the INFO BUTTON to access the secret button.
3. Enter password.
4. Select CHANGE and enter your server ID.
5. Select CHANGE and enter the table number.

Unlocking a Presto

First check POS to see if order went through.

- If YES, access control panel and hit "unlock" button and empty out the cart.
- If NO, access control panel and hit "unlock" button and try sending the order again. (do not hit reset check or this will empty out the cart, simply hit the "Back" button.)

CLOSING

Charge Batteries

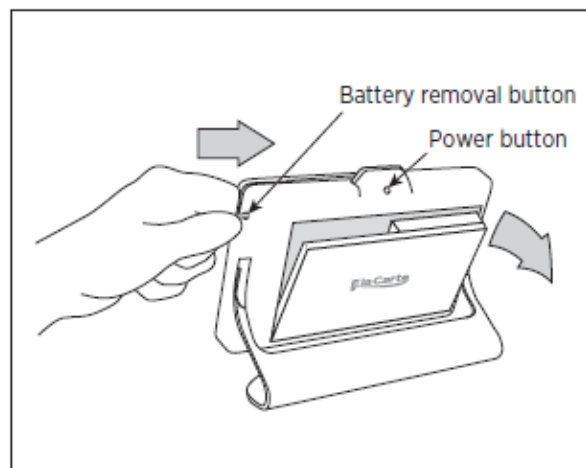
The Presto batteries must be charged every night as part of your closing sidework!

Power down the Presto and remove the battery.

Insert batteries into the CHARGING RACKS and confirm the charging indicator light turns green.

Clean and Inspect

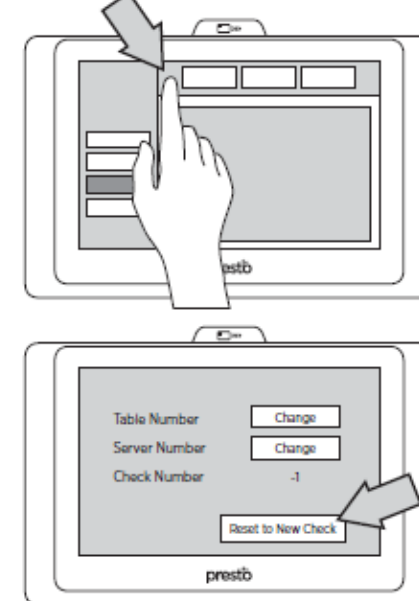
Servers or bussers should wipe the screen down with a clean, damp rag regularly, as you would table tops. If you discover visible damage, give the device to your manager to report to the Technical Support team - they're happy to replace it!



IMPORTANT NOTICE

Tips and total sales will go to the server number that is entered in the control panel. This is why you MUST add/remove your server number at the beginning AND end of your shift. ALL Prestos are to remain active during business hours and on the tables at all times. Only the batteries may be removed and placed in the charging rack.

Secret button



Team up!

How you can get the most out of the Presto



CONNECT

Great Customer Service

Presto does the dirty work giving you more time to make deeper and better connections with guests. Take advantage of the extra time and wow your customers. They'll remember this when it's time to tip!

MORE CHECKS

Rush Time Wing Man

Lunch, Dinner, or Happy Hour, Presto makes it convenient for the guest to order and pay quickly allowing you to take on more tables in the same amount of time.

ONE LESS PROBLEM

Easy Splitting

Have the guests determine how they want to split the bill and give them power to do it themselves. Wait for the green light and you are all set!

SHORTCUT

No More Lines

Enter a guest's order straight into the Presto and avoid the lines at the POS terminal. This also ensures their order is correct. If paying with card you can also process it on the Presto. Remember the guest may not want you to watch them decide tip information!

BIGGER CHECK

Upsell Ally

The Presto will entice your guests with delicious pictures and make it easy for them to act on their impulse cravings. Point your guests to the Menu section and show them how to browse it.

ALL SEEING

No Running Around

Use the lights to manage your tables and know where to be and when. The lights take out a lot of the guess work from your job and help you be more efficient.

EASY SELL

Suggestive Selling

When suggesting a plate or selling in desserts you have a visual to use. Especially for the more complicated items, an image is worth a thousand words!

TIME MACHINE

Happy Customers

Games offer your guests entertainment to pass the time while waiting for their food. Guests will think their wait is shorter which makes them happy and makes you happy when you see the tip.





Important stuff

Never forget about these things

SPECIAL CASES

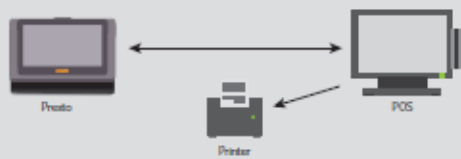
Remember

1. Auto-gratuity is not automatically applied. For large groups where auto-gratuity is applied, please ask your guests to pay directly through you as the Presto cannot see this service charge.
2. Large parties with combined tables: Make sure all Prestos on the table are assigned to the same table. Guests may use any Presto to place an order, play games and view the menu. **Only one Presto may be used for payment.**
3. Gift Cards or Certificates must be processed through the POS terminal - **the Presto does not accept this type of payment.**

POS MIRROR

Presto & POS

1. POS and Presto will talk to each other and send the order to the correct printers.
2. Bill can be seen by customers on the Presto regardless of where the order originated.
3. Remember, Presto is like a terminal and same rules apply. You cannot have a check open at 2 different "terminals/Prestos" at the same time.



SMOOTH SAILING

Best practices

- Charging Rack:** Do not block vents. Do not mount on walls. Do not place any paper, liquids, or active chemicals (cleaning products) anywhere near it.
- Presto:** Always make sure the Presto faces the guest when they first sit down. Remember to add and remove your server number from the Prestos every shift. Before starting a new check confirm the Presto is assigned to the correct table.
- Guest Greeting:** Call out the 4 main features : view menu, order, play games, pay. Make the guest aware of any game charges beforehand. Communicate to the guest that you and Presto are one team.

We are here to help!

If you are having issues with your Presto, report it to your Manager or shift supervisor immediately, he/she will report technical issues to E la Carte's Technical Support Team. Please be as detailed as possible when reporting an issue.

Have this information at hand

Date	Server number
Time	Description of issue
Table number	Troubleshooting steps already taken

Technical Support

530-3-PRESTO

(530) 377-3786

support@elacarte.com

Federal Communications Commission

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radiofrequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.