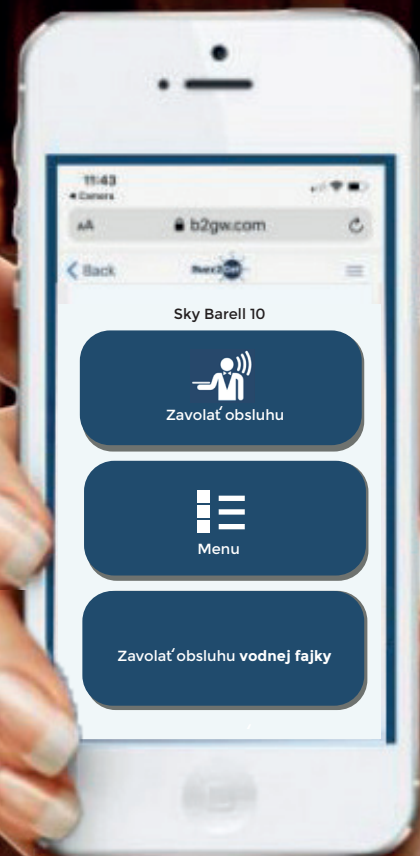


CASE STUDY

getWaiter! Serving up a slice of Euphoria



Euphoria

About EUPHORIA

Euphoria is a lively cocktail / shisha bar in Trnavský kraj, situated in the Tmava Region of Slovakia. This stylish, sleek bar opened its doors for the first time on June 21, 2021 and is a unique venue, providing a wide range of mixed drinks, from all over the world, bar food, premium 'hookahs', bottle service and live entertainment.

Euphoria is the creation of CEO, Patrik Tokoš. His vision was a bar filled with a **young, dynamic and professional clientele** enjoying a unique experience to the full: He calls it **"Euphoria - The Most Stylish Bar"**. Patrik says, "Euphoria is a unique place where our clientele will feel like they're in a movie at times."

Euphoria has space for 16 tables which are known as "Boxes" and "Barrells" with "Sky Boxes" and "Sky Barrells" on the upper level. All the drinks and food are listed on **one menu**. However, to make the ordering system an easy, quick and interactive experience, Patrik wanted his guests to use a **waiter calling system** that meant the only time they needed to go to the bar was to pay their bill.

Not wanting his customers distracted by downloading a lengthy and frustrating app he recognised that when his staff **engage with the customers** they were motivated to offer a great service and able to **generate their own tips** rather than wait to be paid from a communal service-pot.

Patrik researched many systems, finding some were very complicated requiring customers to register their details, with the service provider. With others wanting to lock Patrik into payment schemes, which did not fit his vision.



CASE STUDY



The SOLUTION

Then Patrik spotted **getWaiter!**, a multi- functional zero contact **'waiter calling' tool** for instant table service, from UK based company Buzz2Get, it was low cost without any long term tie in so he placed the order straight away online.

getWaiter! is a waiter calling system that has been popular amongst beer gardens, sun terraces, rooftop bars, indoor and outdoor pubs and restaurants, cocktail bars, hotels, beach clubs and beach resorts, as well as private yachts and conference facilities all around the world.

It's a very simple but effective solution. Customers simply **use the camera on their smartphone** to point at and scan the smart **QR Code**, which is displayed on their table. A choice of **interactive buttons appear**, such as **"Call Waiter"**, **"Food Menu"**, **"Drinks Menu"** and **"Request Bill"**. Their request appears instantly on a dedicated "tablet(s)" located in the ideal position by the bar or serving area which alerts staff to the request.

Paul Tombs MD of Buzz2get describes, "getWaiter! as an **advanced version of the old service bell; customers can call for table service as and when they need it**. It also helps to reduce customer waiting times, increases the number of repeat orders and helps staff deliver an even better customer experience. In addition, as the pandemic restrictions ease and hospitality and leisure businesses resume trading, they need to **operate at lower costs**, so our solution lets them **offer the same great customer service** even if they have had to reduce staff".

How it WORKS



Patrik was impressed by the simplicity of the system and the fact that he could simply order getWaiter! online.

"I placed my order and **Buzz2Get did the rest**. I simply listed the table names & numbers along with the menu URL, **within 48 hours**, I received everything I needed to get my fully working interactive system up and running straight away. We setup two tablets as our waiter "BuzzStations". I then printed out the PDF of the pre-programmed QR Codes, a unique one for each table, which already had the functionality uploaded to it along with the menu. We displayed them on the relevant tables, what could be more simple!".

As an option, Buzz2Get can also supply specially formatted artwork for customers to print their own coasters or table-tents with the QR Code, if preferred.

The RESULT

Since the getWaiter! system was installed at Euphoria, Patrik and Paul have worked closely to add even greater value to the system for Euphoria. As the bar is based in Slovakia it was important to have the buttons and table names translated into the Slovak language, so Buzz2Get arranged this for Patrik. Also quickly adding a "call shisha" button which has been very popular with the customers.

With the system now working well, Patrik's final comment was; "What can I say? Thank you Buzz2Get. I like the set up and the getWaiter! system works perfectly. I am very happy that Paul's team were able to meet all our needs - you could say I'm euphoric!"



If you enjoyed reading about the Euphoria project and would like to know more about the getWaiter! or other Buzz2Get solutions, contact us now:

Visit our website :

<https://www.buzz2get.com/buzz2get-hospitality/>



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