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Queuent Solution Brings Guest-Wait Experience to the 21st Century

Popular restaurants improve guest satisfaction, reduce turn-aways, and increase revenues by using Queuent's solution to call waiting guests on their mobile phones when seating is available – then allowing the guest to confirm, delay, or cancel.

ATLANTA, GA JULY 31, 2006 — Queuent, an Atlanta-based software company pioneering interactive queuing technologies, today announced the general availability of the company's innovative Wait List Manager solution. The solution, which has been successfully tested in the Atlanta, Orlando, and Jacksonville markets over the past year, is now being sold to restaurants throughout the Southeast and to franchisees with outlets in other parts of the U.S.

The company targets popular restaurants that have waits for seating often exceeding thirty minutes and that are focused on improving the guest-wait experience. Today, most restaurants require guests to wait for seating in a crowded lobby or bar area and are notified through using paging devices, an intercom, or the host picks the party out of the crowd. With Queuent's Wait List Manager, the host simply captures the guest's party information, name, size, seating preference – and a mobile phone number that they will be called on when seating is available.

Once a table is ready, the host initiates a call through Queuent's Wait List Manager and the guest receives a call on their mobile stating that seating is available for them. The guest is presented with a choice of confirming, delaying an additional fifteen minutes, or to cancel. With this system, the restaurant now knows if and when a party will be returning and the guest is not confined to wait in the restaurant's designated wait areas.

“In today's busy, time-conscious world, many of our guests do not want to sit idly for 45 minutes to an hour waiting for a table to become available,” says Jeff Pendleton, partner of The Grape, a Wine Bar and retail Wine Seller in Atlanta. “The Queuent system is efficient and uses technology that our guests already carry. Not having to keep up with a cumbersome pager helps set the stage for a cool, fun dining experience at The Grape – it's what we are all about.”

Benefits of Queuent's Wait Manager System to its restaurant customers include:

- Additional revenue because fewer parties will turn-away from the restaurant due to the extensive wait, crowded conditions, and degraded ambiance.
- The host is able to better manage the restaurant with fewer guests complain about the wait-experience and question their position in the seating queue.

- The staff is happier because guests have had a pleasant wait experience and are more relaxed once they are seated.
- Repeat customers increase on peak nights because of the improved wait process and experience.

Besides The Grape restaurants in Atlanta, Queuent is being used in the following restaurants: Copeland's of New Orleans, P. F. Chang's, Brookwood Grill, J. Christopher's, and Café Intermezzo.

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Queuent is an Atlanta-based software company pioneering interactive queuing technologies. Queuent's patent-pending solution enables businesses where people physically wait for service to easily and efficiently communicate with guests via their mobile phones. For more information about Queuent, please contact Deborah Cox, Deborah.cox@queuent.com or visit www.Queuent.com