



Service starts at the door

Look around your crowded lobby and count the number of guests talking on mobile phones. Domestic mobile phone usage continues to increase: As of December 2002, 52 percent of all Americans owned at least one mobile phone, with much higher penetration in major metropolitan areas. Now consider this: What if you could find a way to harness the power of those mobile phones in a way that would make your business more efficient and more profitable, while making your guests happier? With the Queuent System, you can leverage mobile phone technology to reduce your restaurant's expenses while increasing the value of service for your guests. Unlike those cumbersome and expensive paging systems with dozens of pagers, the Queuent System is an easy-to-use touch screen that enables you to page—and interact with—guests via their mobile phones.

Here's how it works...

A family of four arrives at your restaurant only to find there's a forty-five minute wait for a table. They have two small children so waiting in the bar is not an option for them. The host enters their name and party size into the Queuent Wait List Manager touch screen, and then asks Mom to enter her mobile phone number on a keypad. The phone number is stored along with the other information, which goes into the seating list. In the meantime, Mom and Dad take the kids to a nearby mall to do some shopping. When a table becomes available, Mom's phone rings, and she hears your custom greeting. She is asked to confirm her approximate arrival time, which she does, and they are on their way. Now the host knows that party of four will be returning and will be very happy with their wait experience.



Features

Easy-to-manage system. Access the Wait List Manager's Host Console to manage the wait list, or access the Web-based management console to view restaurant statistics, record greetings, or send text-messages to guests.

Reduced costs. With Queuent's subscription plans, use the Wait List Manager whenever you need it, and only then. If your restaurant goes on a wait three days a week, then you only need to activate the system on those three days—and pay for only those three days.

More efficient business. Receive confirmation that your guests will show and when, enabling you to more efficiently manage table distribution for your wait staff and optimize floor seating.

Extended marketing capability. Leverage mobile phones' text or SMS messaging capabilities to inform customers about current specials, or to offer promotional items and discounts.

Web-site integration. Take the "call-ahead seating" capability to the next level by allowing customers to add their names to your wait list via the Web.

Uncluttered greeting area. Forget those clunky pagers and charging stands; your greeting staff will never again waste valuable time tracking down lost or abandoned pagers, or charging depleted pagers.

(continued on back)

Put the Queuent System to work for you

Installing the Queuent System is simple. If you have an Internet connection, we provide the touch screen, small footprint PC, and optional keypad for the greeting area. Once you have the equipment in place, you simply log on to your Queuent account via the Internet to activate your service. The Wait List Manager consists of two components: the Wait List Manager itself, and the Web-based management console.

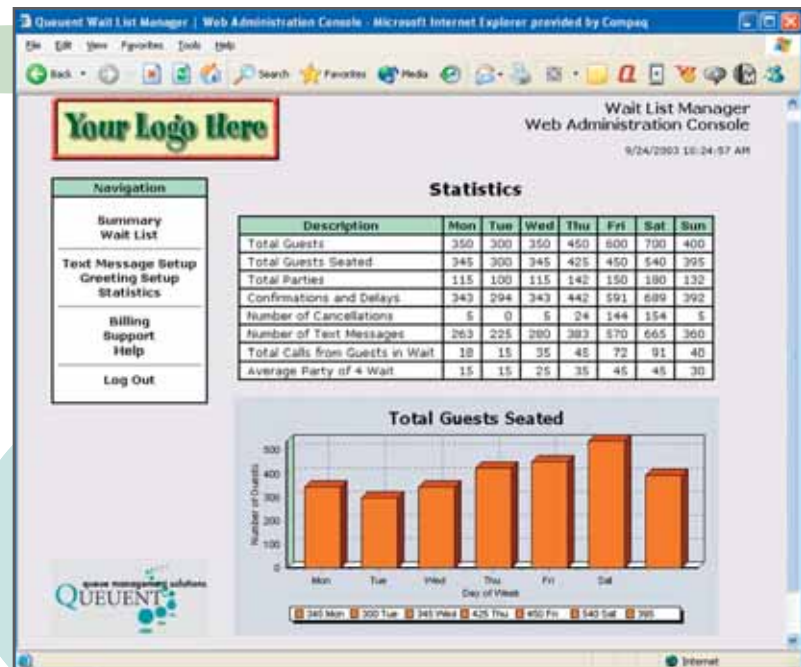


The **Wait List Manager** is the component your greeters use to manage waiting guests. Through the Wait List Manager's easy-to-use interface, greeters can:

- Add guests to the waiting list.
- Manage and view the current guest wait list.
- Initiate calls to let guests know their table is available.
- Send text messages to guests about restaurant promotions and specials.

You can access the **Web-based management console** through any computer that has an Internet connection and a browser. Simply log on to your current account, enter the administration password, and you can:

- View statistics for your restaurant, such as the number of guests seated during a certain time period on a particular day.
- Activate or deactivate the system based on your wait needs.
- Record customized greetings for your restaurant.
- Create text messages about specials or current promotions.
- View the current wait list for your restaurant.
- Access and manage your Queuent account.



About Queuent

Queuent is pioneering interactive queue-management solutions and technologies for the restaurant and hospitality industries. The Queuent System provides restaurants new ways to greet guests, manage guests' wait experience, increase table turnover and restaurant front-end efficiency, and market promotional messages to guests.