

Pocket Intelligence Covid-19 Response

During these unprecedented times, businesses and consumers are having to adapt to new ways of working and living. As a leading hospitality ePoS and Online Order service provider, we believe we share the responsibility with everyone else, therefore our new and effective measures are in place to help you in current Covid-19 situation.

1. New Products to Combat Covid-19

A range of new products have been launched to adapt the change that hospitality industry has to make under Covid-19. These products are in line with the latest UK government guidance published, specifically in *Section 2.2 Managing service of food and drink at a venue*, which recommends using Apps or Tablets for ordering food and drink to minimise making contact with others.

UK government guidance can be found at below link

<https://assets.publishing.service.gov.uk/media/5eb96e8e86650c278b077616/working-safely-during-covid-19-restaurants-pubs-bars-takeaway-090720i.pdf>

In addition to our Online Order System - Pocket Order (which is great for Takeaway and Delivery businesses) we have the following new products which encourage maximum social distancing within your venue. i.e. restaurants, takeaway shops, pubs and cafés etc.

- **Scan to Order**

The concept is very simple:

Your customers use their own mobile devices to scan a QR code sticker placed on the table they sit at, this will prompt them to browse online order menu website which they can order and pay through there.

Your staff will receive orders once transactions are completed and then food and drink can be served to customers at their tables.

This eliminates the need of ordering food and drink via face to face interaction and it enables a more efficient way for your staff to prepare food and drink as well as to manage services for the entire venue.

- **Self-Service Kiosk**

As what it says on the tin, this product is for customers to use self-service touch screen kiosk(s) within your venue to order and pay for food and drink. The food and drink can then be collected from the counter.

It minimises face to face interaction between customer and staff therefore reducing the risk of passing on the virus. This works particularly well for venues with takeaway business.

We will be more than happy to discuss your specific needs on a case by case basis to enable your business to confidently welcome back more repeating and new customers.

2. Our Customer Services

We are continuously supporting your business with our technical expertises. To align with the government guidance of minimising human interface under the current situation, most of our support services can be conducted effectively remotely. – Please do not hesitate to give us a call so we can sort you out!

When a physical presence is inevitable, we will ensure all safety measures are in place to protect your business while we visit your venue.