

The Next Generation F&B Manager: Improve Your Dining, Operations, and Member Experience Game

You've set a high standard for everything associated with your F&B operations – and you're still raising the bar. The fact is, you have to. You're competing for your members' time and dollars and they have more options for both than ever. Combine that with a tight labor market and the challenge can be daunting. It means you have to do more with less, without it feeling like less. While you can't cut your way to a great member experience in the club industry, Clubessential enables smart and strategic decisions to maximize the experience and optimize your operations.



When we train our employees it's all about the experience – to greet the members by name and know their preferences. We use Clubessential to help with that. We really log a lot of the information in the system.

Maureen Crews, Tampa Yacht and Country Club



Re-imagine the Dining Experience

Ask yourself these questions and be ready to exceed member expectations with every touch.

- Does your dining experience extend beyond the dining room or cafe?
- What is your average ticket time, and what impact could decreased ticket time have on your operations and member experience?
- Do you understand which events are profitable and not profitable?
- Can you customize menus based on location, time of day, and staffing?
- Can you easily handle special occasion orders?
- Can you quickly understand and manage your food inventory?
- Is the process of closing tabs at the end of the night simple?
- Can you view member food preferences and customize your interaction with them based on those preferences?
- Can your members process food and drink orders with the swipe of a card?
- Can you greet members and check-in reservations with a tablet?

Serve More, Stress Less, and Smile All Day



Mobile POS

- Provide connectivity anywhere including satellite bars, food and beverage carts, and kiosks
- Decrease ticket time and improve F&B operations and the member experience
- View member preferences and minimums and customize the member experience around those preferences
- Save a member's favorite meal configurations
- Allow for easy credit card transactions
- Access reservations on a tablet at the hostess stand and quickly seat guests
- Run open tabs and close open tickets at the end of the night by charging to the member account
- Access End of Shift/Shift History reporting for sales, tax, service charge, and employee tips
- Establish an automatic send frequency to the kitchen
- Provide prep details of the send ticket including delivery and pick up location, and time of pickup/ delivery
- Sync modifiers, pricing, and tax directly from the Back Office so the member knows what they are paying at the time of order entry
- Create predefined delivery locations to improve and extend the food delivery experience for members
- Provide visibility for members into menu item descriptions
- Allow members to customize their order via 'Special Instructions' that are sent to the kitchen



Reservations

- Customize confirmations to boost awareness of other club events
- Allow members to schedule their own reservations conveniently from any device freeing you up to serve guests and members on-property.
- Automate billing and boost member involvement in other areas of the club to drive member retention
- Access reservation source report to evaluate the effectiveness of online solutions



Mobile App

- Deliver a personalized member experience from the dining room and cafe throughout the club
- Provide your members with convenient reservation and food order management
- Recognize member locations and send push notifications to encourage members to order food
- Encourage your members to easily book dining reservations

20 Years in business

1.3K Happy clubs & counting

2M+ Members served

130+ Talented team members

Learn more about Clubessential by visiting www.clubessential.com or calling **(800) 448-1475**.