

# CityCheers

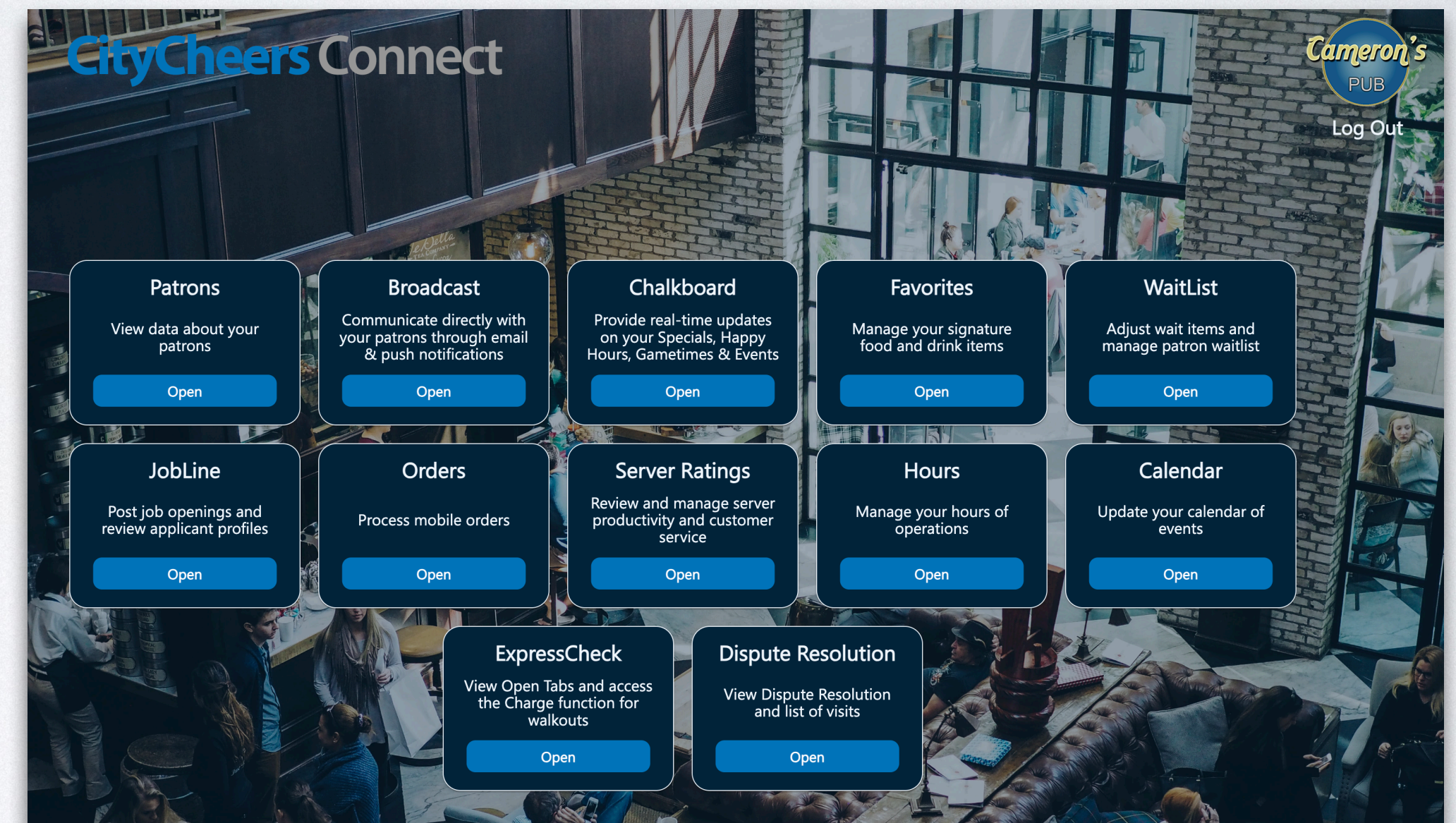
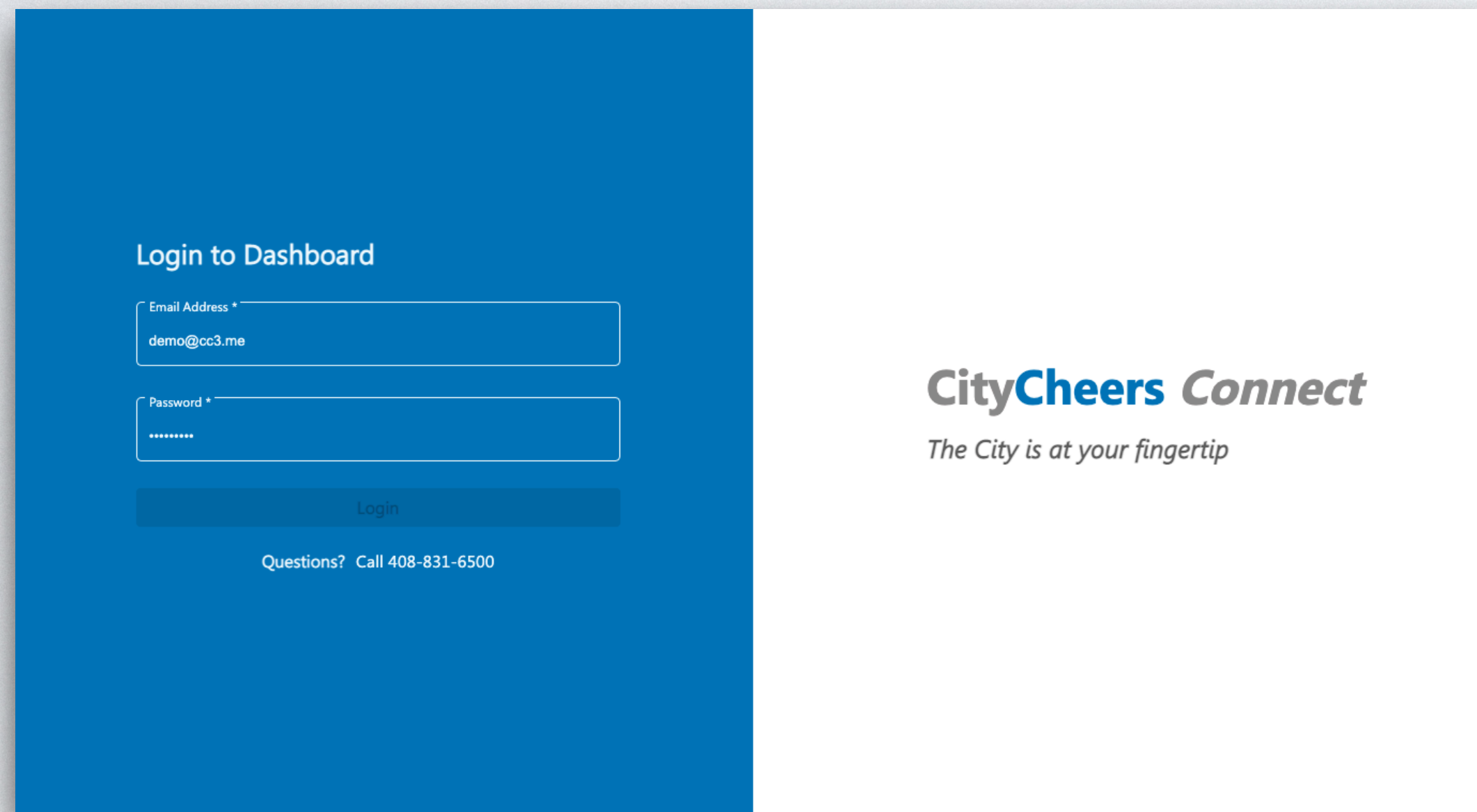
America's Hospitality SuperApp

*Connect Portal - Tutorial*



# Connect Portal

*The CityCheers Connect Portal gives you the ability to control the features and content on your app as well as to communicate directly with all of your guests through broadcasts and push notifications.*



Your customer success representative will supply you with your log-in credentials.

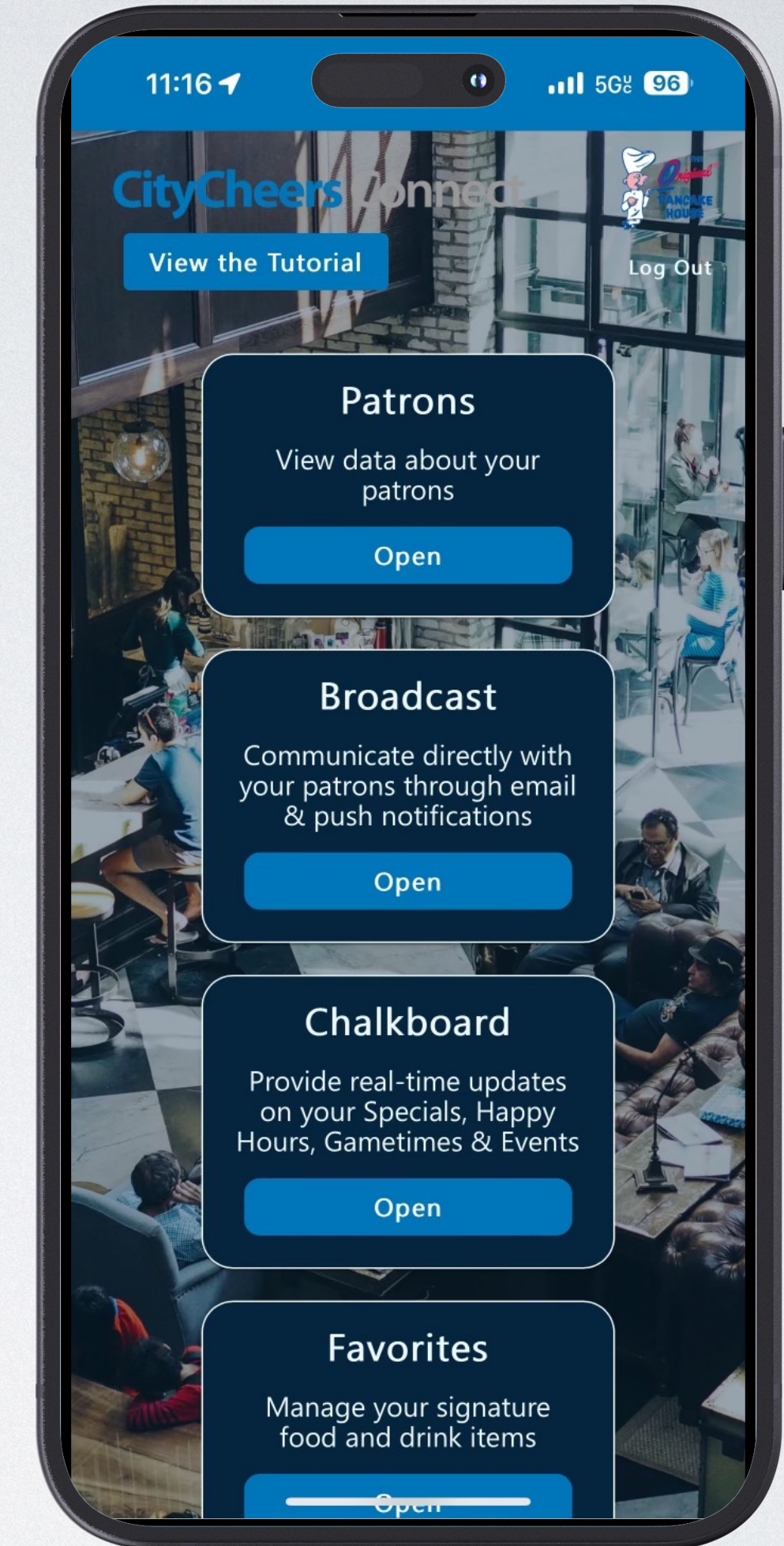
If you need to get access to these again, email us at [connect.citycheers.net](mailto:connect.citycheers.net) with your name and the name of the restaurant or call us at 408-831-6448.



# Connect Portal Access

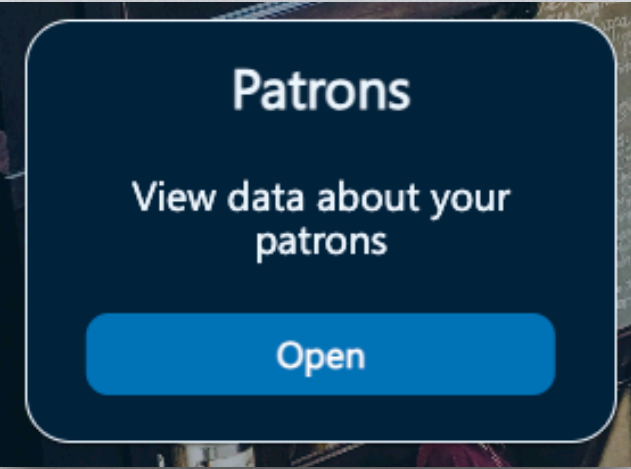


Connect Portal can be accessed from a laptop, tablet, or mobile device



Once logged in on your mobile device, hit the share button on your phone.  
This will save the portal to your home screen and keep you logged in.





# Patrons

View current guests and their data

Total patrons: 2619

Search patron

Search

Clear

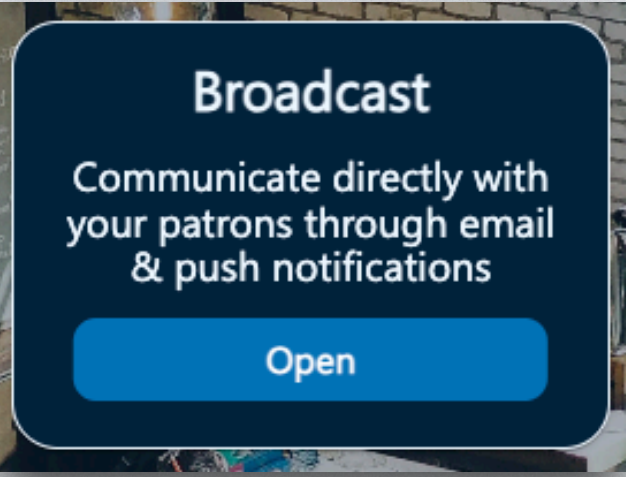
## Here Right Now

Email	First Name	Last Name	Zip	Age	Created
<a href="#">melodym@patrons.com</a>	Melody	Smith	20910	58	05/15/24

## All Patrons


Email	First Name	Last Name	Zip	Age	Created
<a href="#">aaron40@yahoo.com</a>	A	Smith	20906	25	08/27/22
<a href="#">aaron1744@gmail.com</a>	aaron	Harmon	21045	42	03/11/22
<a href="#">aaron1744@gmail.com</a>	Aaron	Harmon	77019	34	01/07/23





# Broadcasts

Connect with your guests to drive traffic and revenue



Home

Patrons

Broadcast

Chalkboard

Favorites

WaitList

JobLine

Orders

Calendar

Server Ratings

Hours of Operation

ExpressCh...

Dispute Resolution

Log Out

Broadcast

Send a Cheer to your patrons!

Send Via:

Email (16 patrons)

Push (16 patrons)

Who do you want to reach?

All

Message Subject \*

Bud Light Bucket Night!

Message content:

B

U

Stop in this weekend for a cold bucket of Bud Light!

Bring your friends.....

THE PARTY STARTS HERE!!

Broadcast Expires

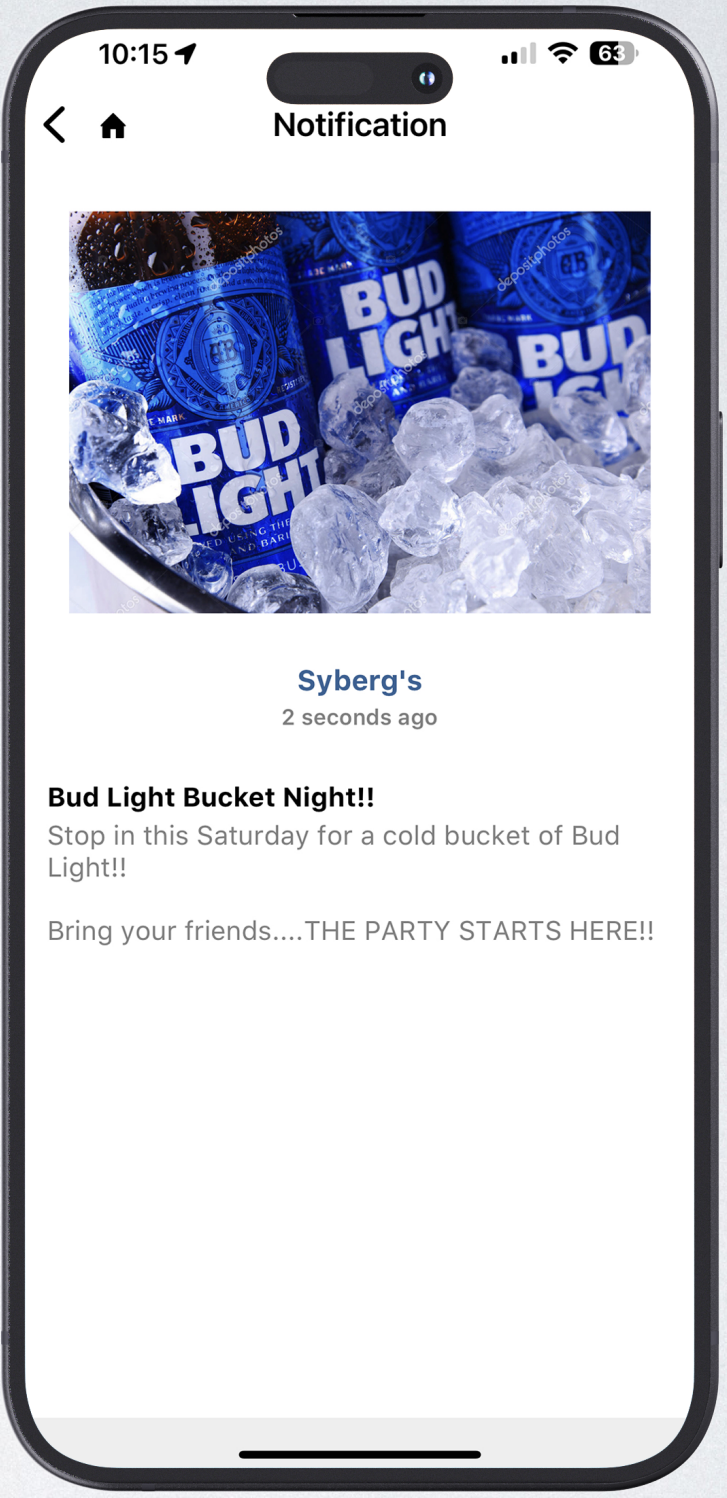
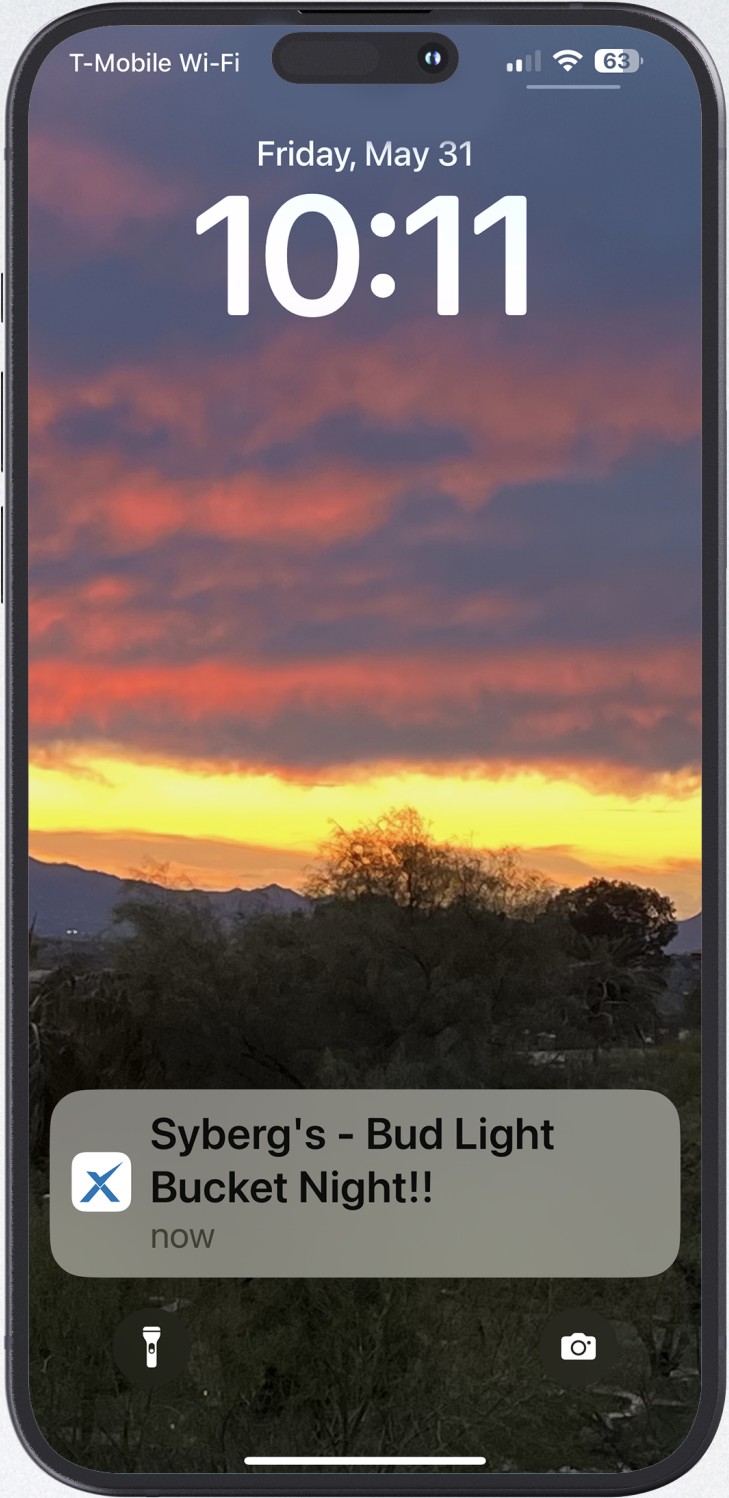
6/7/2024, 8:36 PM

Upload Image

1bud light.png

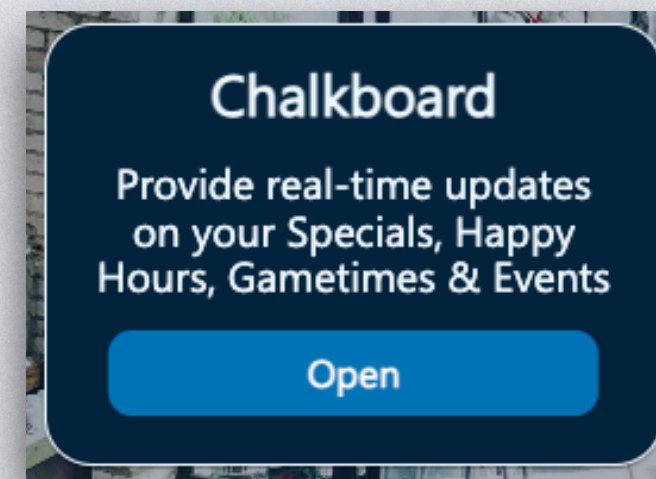
Attach a Reward

Send It!



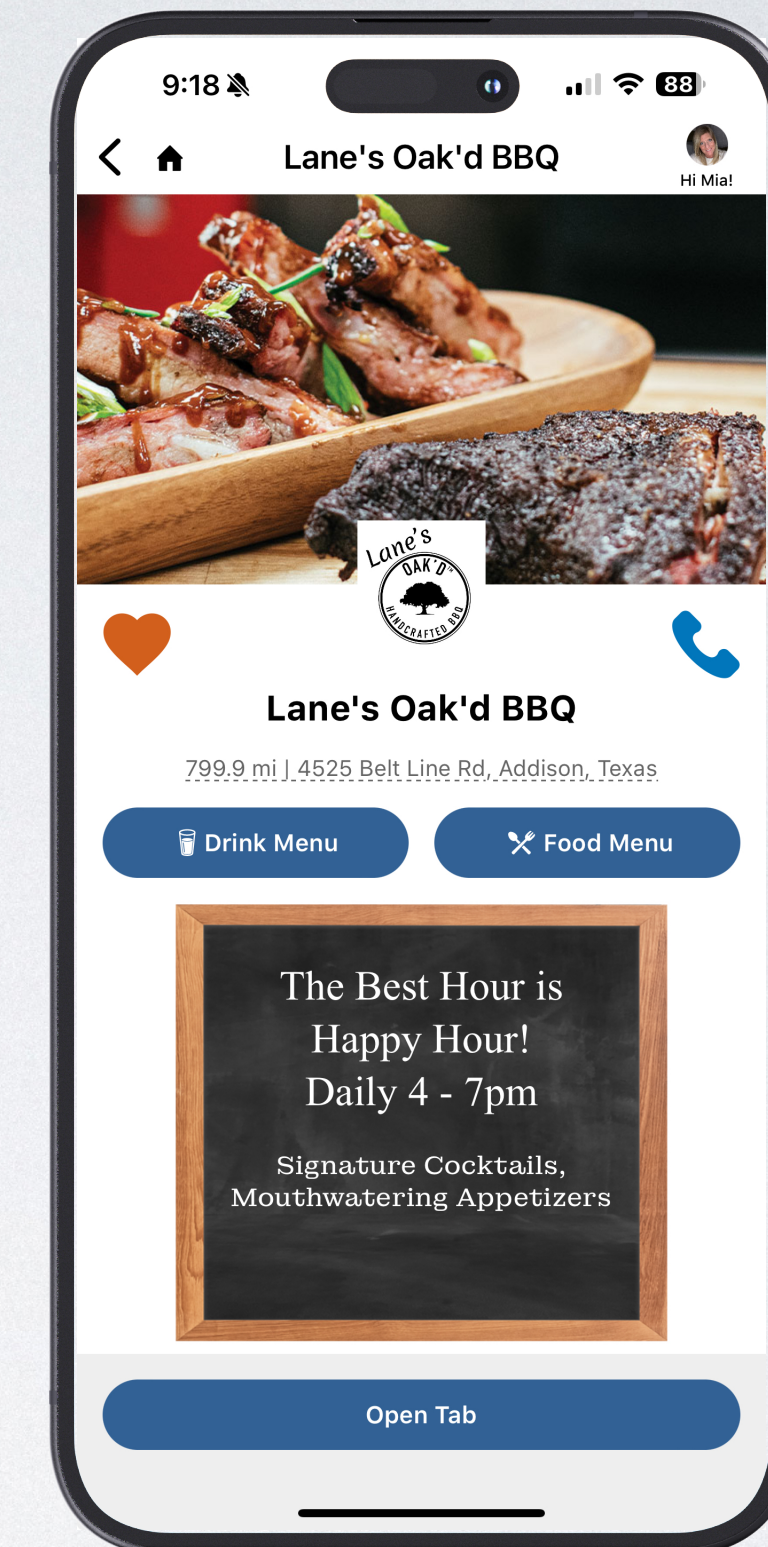
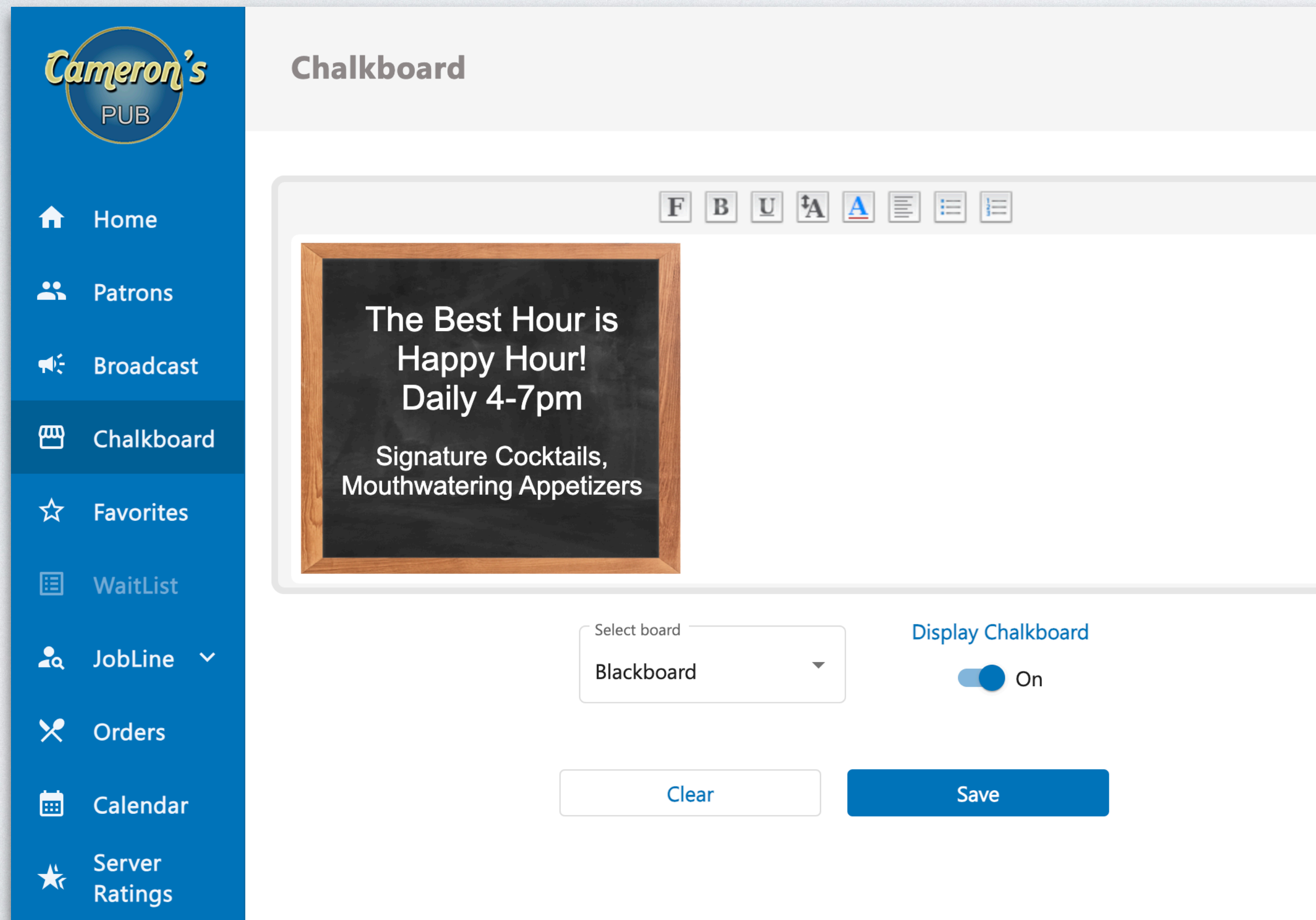
Send email, push notification or both - Choose your audience  
Create a subject & message - Add high res photo  
Add expiration date for specific events





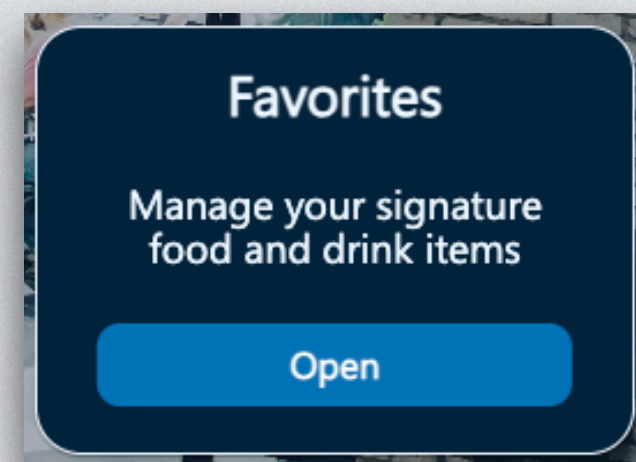
# Chalkboard

Keep your guests in the know



- Add your daily specials & events
- Hit save & Chalkboard is live
- Choose from a variety of styles & backgrounds





# Favorites

Show your guests what you are “known” for

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[Chalkboard](#)

[Favorites](#)

[WaitList](#)

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[Hours of Operation](#)

### CityCheers Favorites

Title \*

Description \*

Tagline

Upload Image

☒ Active

Clear

Add New

↓

**Vida Paloma**  
This twist on a traditional Paloma uses mezcal instead of tequila to give the fruity cocktail a smoked touch. Fresh grapefruit juice, simple syrup and club soda replace the traditional grapefruit soda, and the rimmed glass adds a layer of spice.

↑

↓

**Summer Cocktails**  
Stop in for our signature summer cocktails  
*Stay cool on a hot summer day*

↑

↓

**Gourmet Cheddar Burger**  
Strauss 100% grass-fed, grass-finished beef, cheddar, applewood smoked bacon, bourbon caramelized onions, lettuce, tomato, dill pickle, brioche bun

↑

↓

**Waffle Burger**  
A juicy half pound burger nestled between 2 Belgian waffles. Sharp cheddar, peppered bacon and a tangy, sweet maple bourbon bbq sauce to top it off.  
*Waffles aren't just for breakfast!*

↑

**Nachos**  
nachos

- Add a title and description for your item
- Add an optional “Tagline” - This will appear italicized when the favorite is tapped.
- Add photos to get ‘em hungry (or thirsty)
- To toggle an item off - go to the edit symbol and uncheck the active box

When a favorite is tapped  
- the item expands



Calendar

Update your calendar of events

Open

Calendar

Adjust hours of operation anytime

Cameron's  
PUB

Home

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Calendar

June 2024

today

<

>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
		7p Trivia Night!!				
2	3	4	5	6	7	8
	7p Trivia Night!!	Bird Night!!\$15 Half Bird 3				
9	10	11	12	13	14	15
	Margherita Monday!Buy o			PASTA NIGHT!\$16 Pastas /		
16	17	18	19	20	21	22
	7p Trivia Night!!			A Hard Days Night! 7PMA		
23	24	25	26	27	28	29
	7p Trivia Night!!					
30	1	2	3	4	5	6

3:16

Cameron's Pub

Hi Mia!

Events

Trivia Night!!  
Tuesday June 4th

Bird Night!!  
Wednesday June 5th

Margherita Monday!  
Monday June 10th

PASTA NIGHT!  
Thursday June 13th

Trivia Night!!  
Tuesday June 18th

A Hard Days Night! 7PM  
Friday June 21st

Open Tab

3:14

Event

Cameron's Pub

Wednesday June 5th

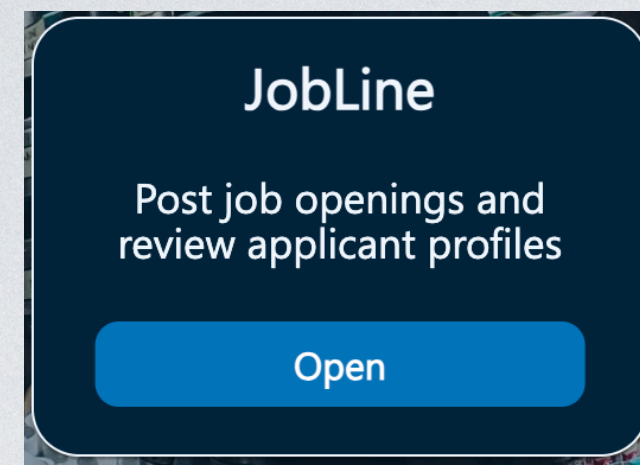
Bird Night!!  
\$15 Half Bird 3PM - Close

Share This Event

Add to My Calendar

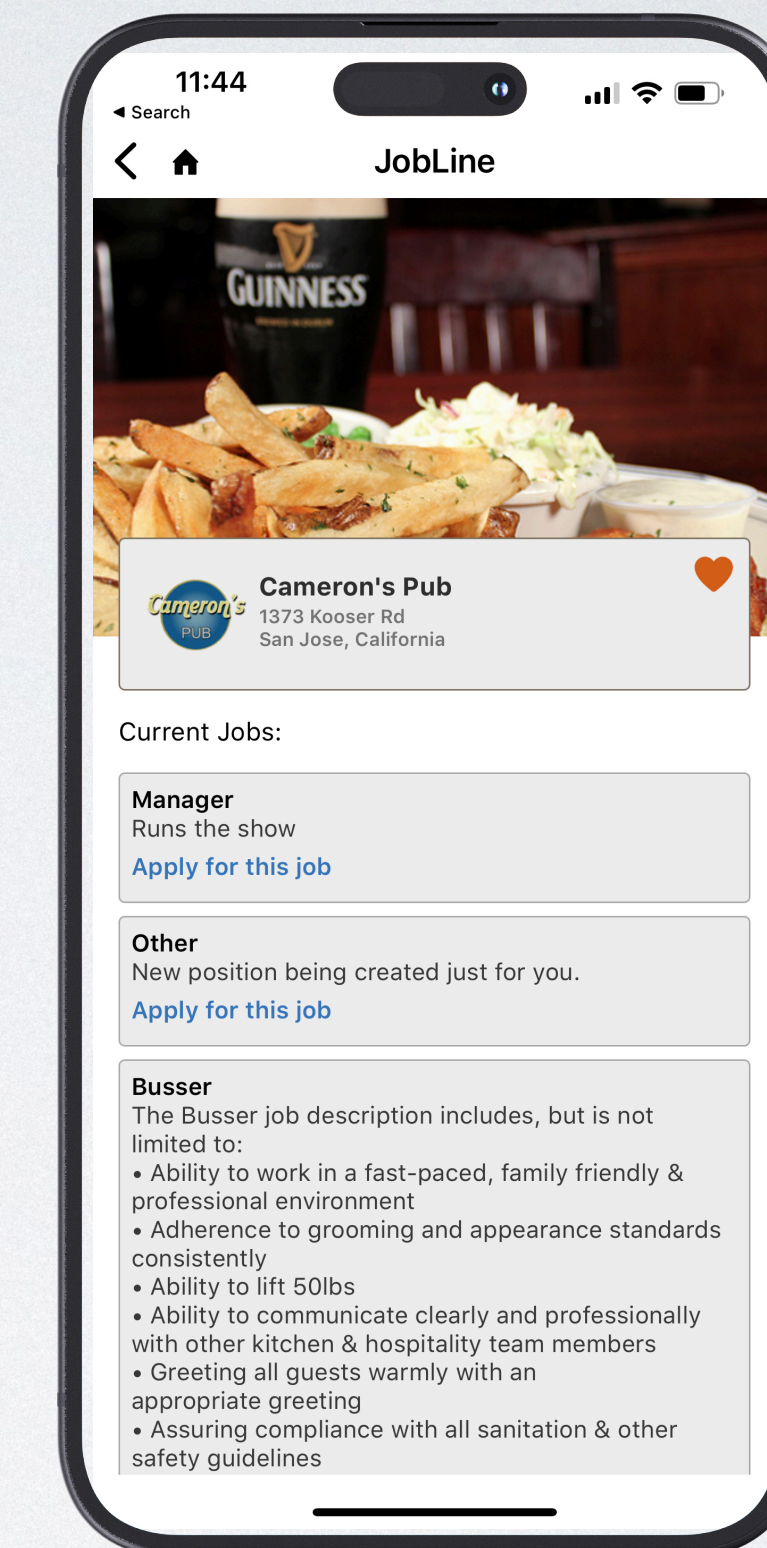
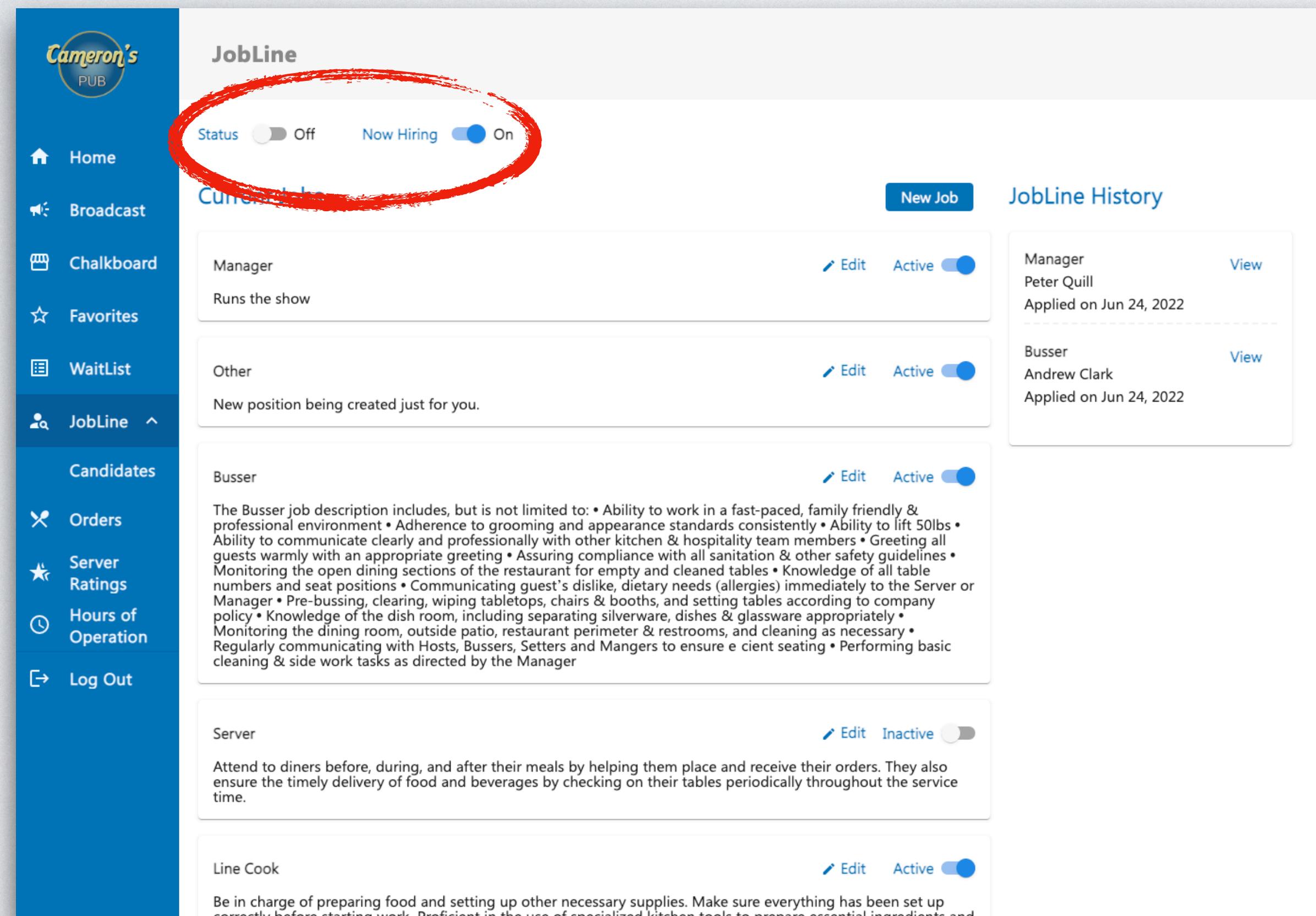
- Add daily events or recurring weekly events
- Add a high resolution photo
- Guests can share your events or add them to their calendar





# Jobline

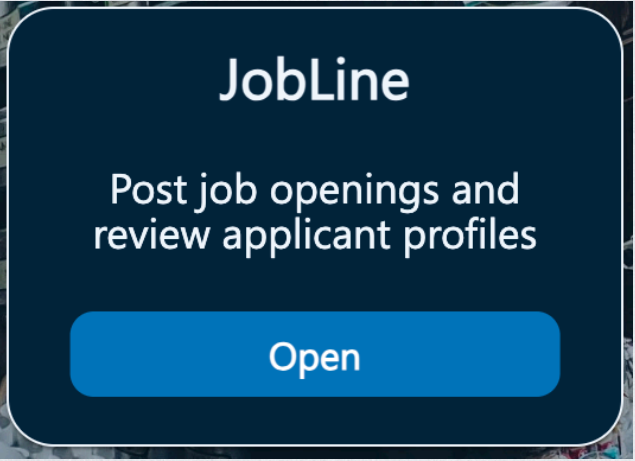
## Create job postings & turn on “Now Hiring”



- Adjust your Status and Now Hiring buttons at the top
- Click “New Job” to begin a job posting

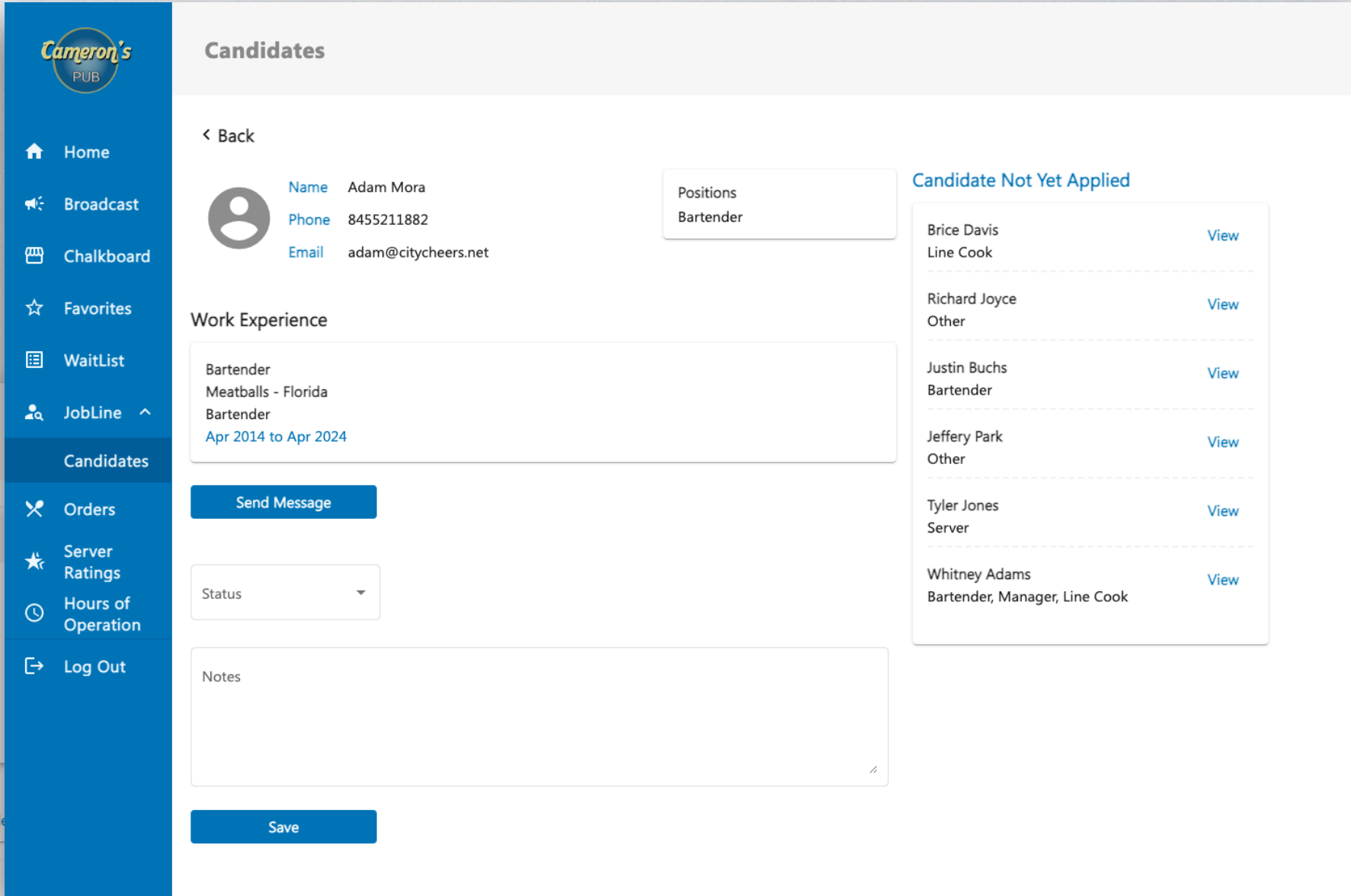
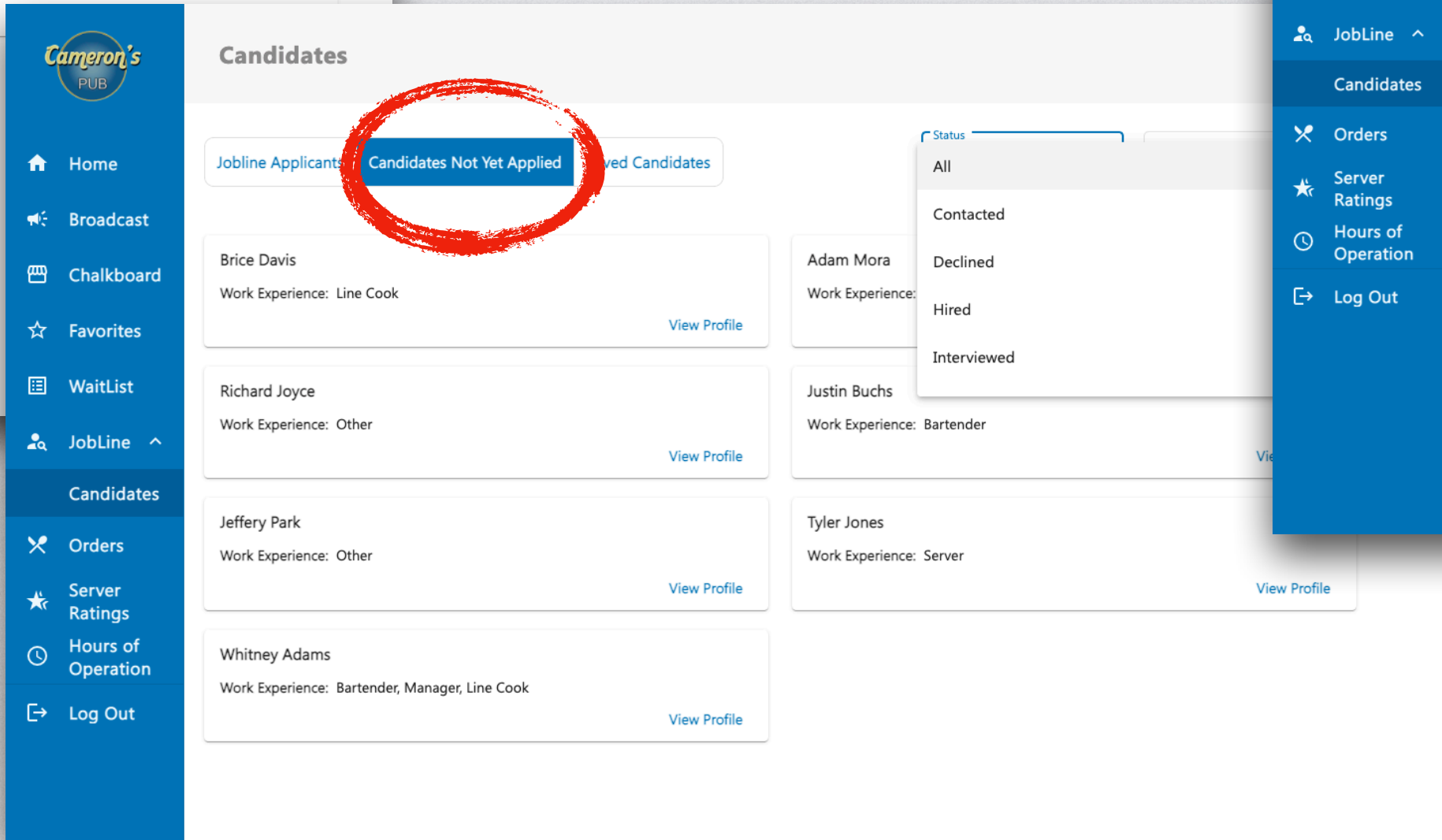
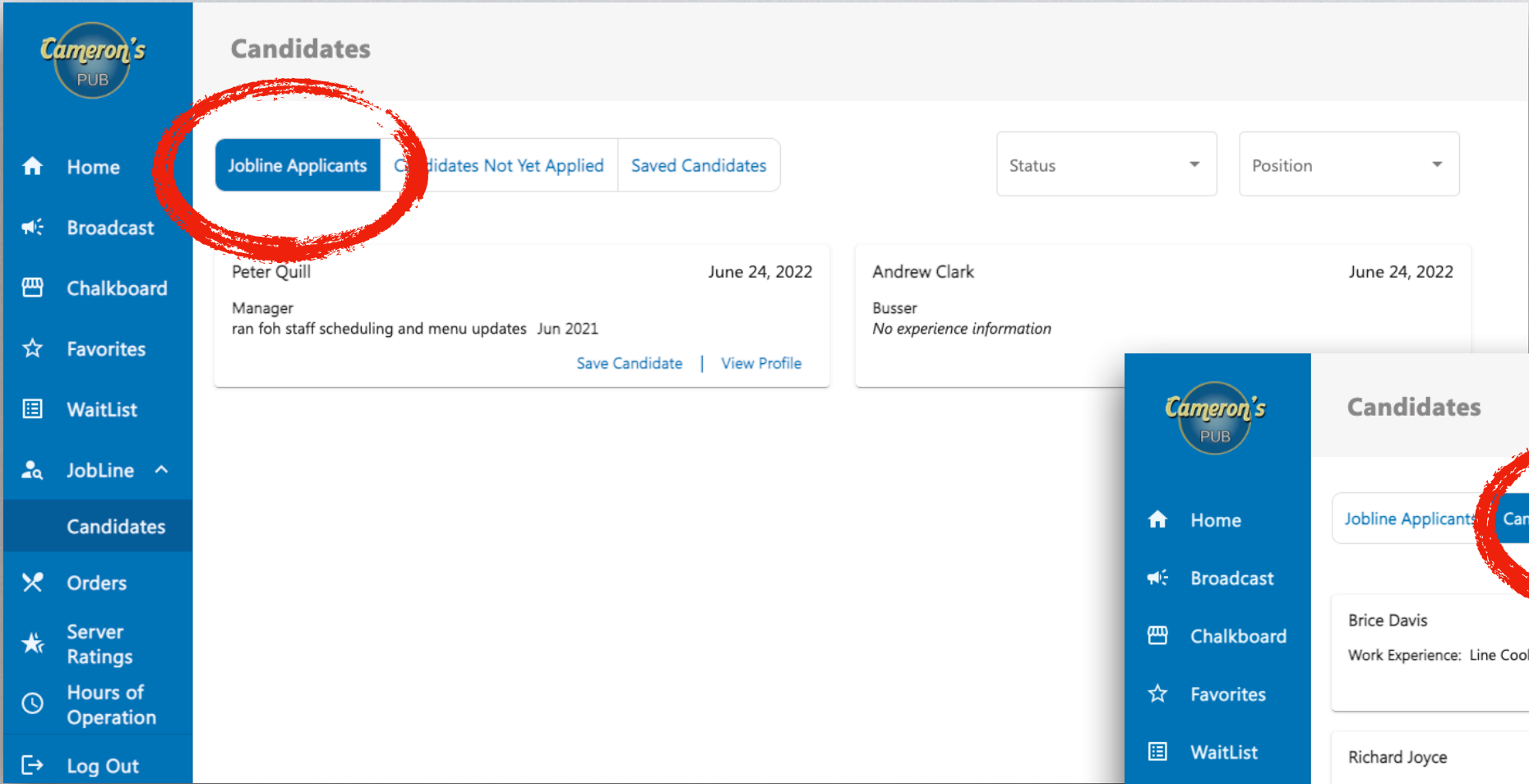
- Toggle the active button to make it live
- Create multiple listings and choose which ones are active.





# Jobline

## Find qualified candidates



“Jobline Applicants” have applied for your positions.

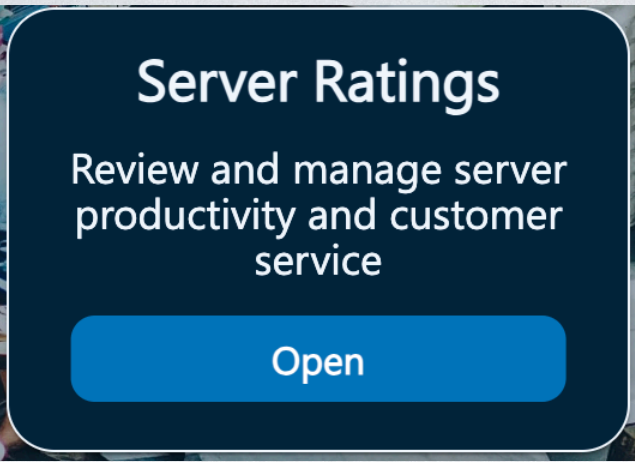
Save the candidate to view later or send a personalized message and update their status.

View “Candidates Not Yet Applied” that have profiles on the app.

Message these candidates directly.


View Candidate Profiles and update their status.





# Server Ratings

Guests can rate their service when using ExpressCheck



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Chalkboard

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Server Ratings

Hours of Operation

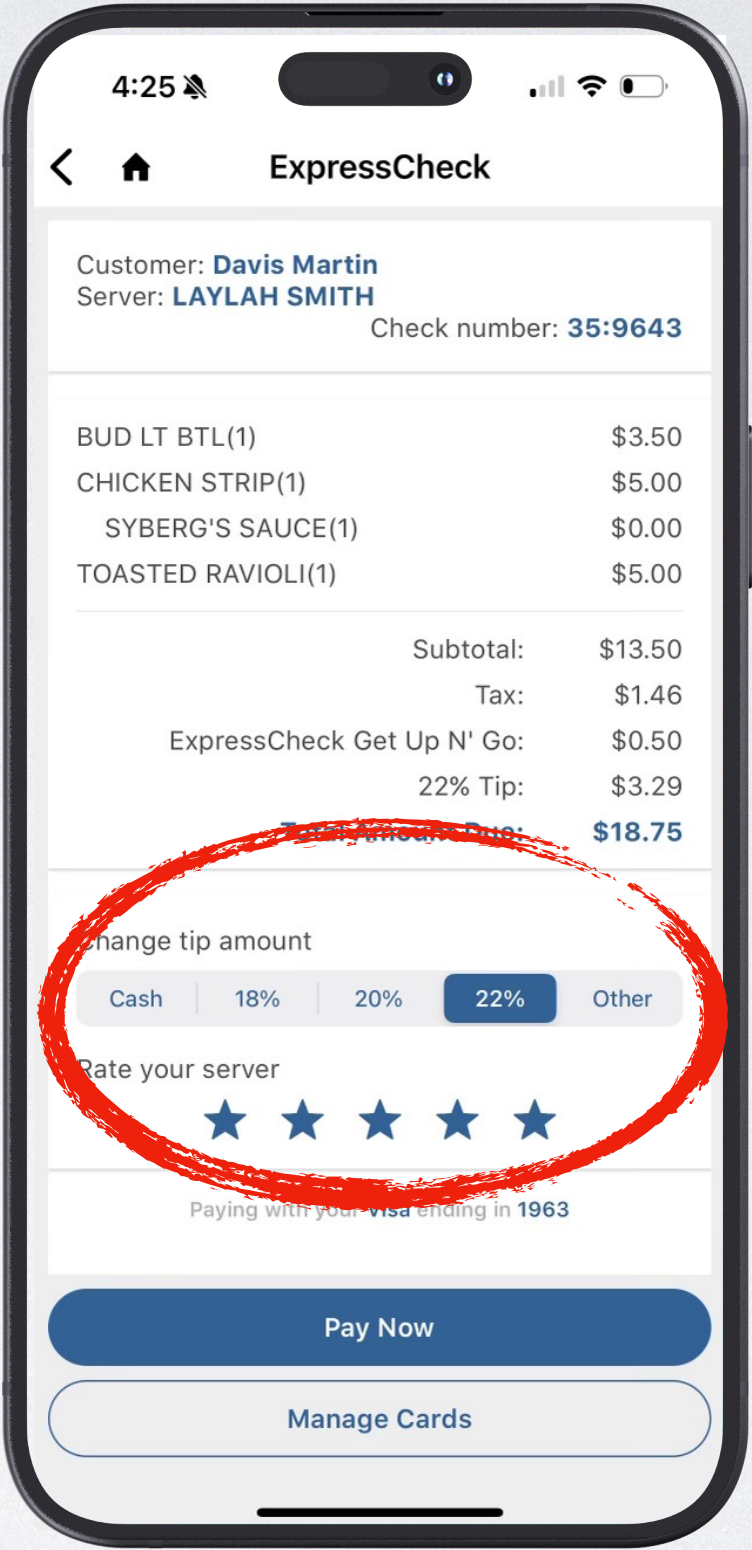
Log Out

Servers Ratings

Average Rating: 4.6

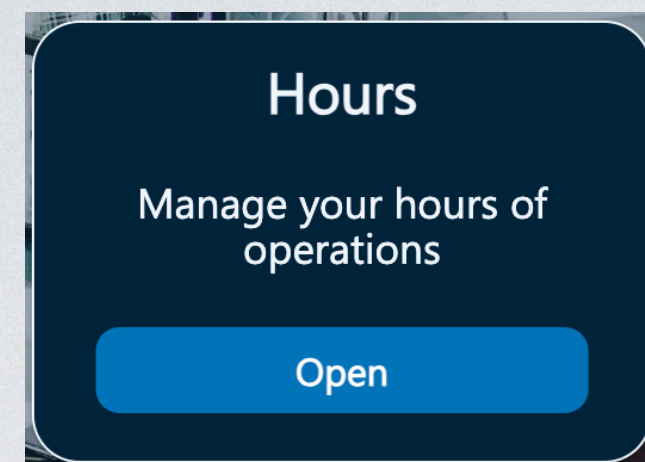
Average Tip Percentage: 20.13

Server Name	Average Rating	Average Tip
Michelle	4.7 stars	21.13%
Fredy	0 stars	20.26%
Vivianna	4.8 stars	16.2%
Marie B.	4.7 stars	20.45%
Fozia	4.8 stars	20.19%
Brian G.	0 stars	20.01%
Miguel S.	5 stars	16.62%
Federico O.	4.6 stars	20.77%
Piolo G.	4.8 stars	25.54%



- View individual server's & restaurant average ratings & tip percentages
- Click on individual server to see ratings from specific guests





# Hours of Operation

Adjust hours of operation anytime

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Server

Hours of Operation

☒ Sunday

8:00 AM

3:00 PM

☒ More

☒ Monday

8:00 AM

10:00 PM

☐ More

☒ Tuesday

8:00 AM

10:00 PM

☐ More

☒ Wednesday

8:00 AM

10:00 PM

☐ More

☒ Thursday

8:00 AM

10:00 PM

☐ More

☒ Friday

8:00 AM

12:00 AM

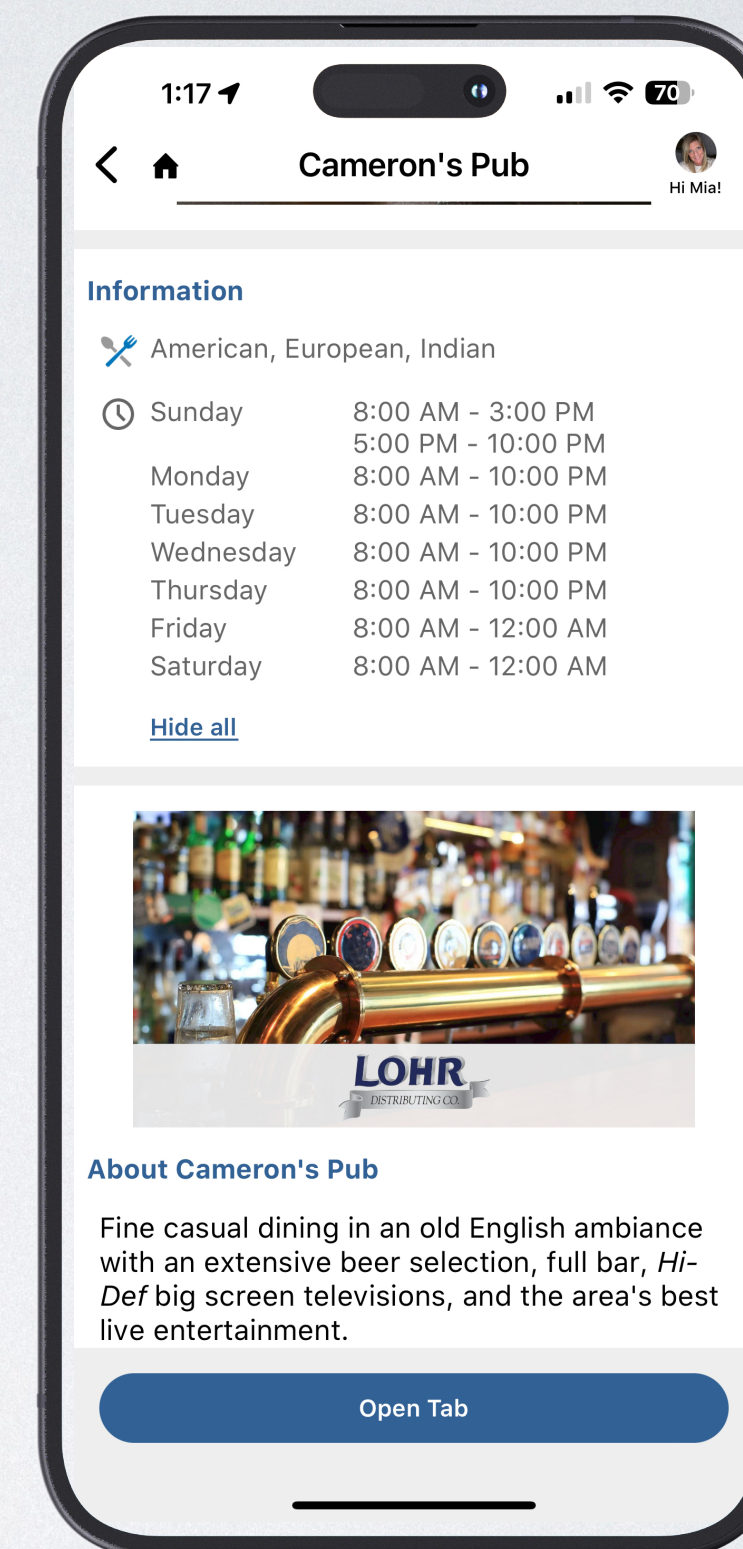
☐ More

☒ Saturday

8:00 AM

12:00 AM

☐ More



- Click on the box next to the date to adjust hours.
- If you leave the box unchecked the app will show the restaurant is closed.
- If you would like to split your hours, click the more box.



ExpressCheck

View Open Tabs and access the Charge function for walkouts

Open

# ExpressCheck

View your ExpressCheck activity

Dylan's

BAR AND GRILL

Home

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ExpressCheck

PortalHistory

ReportsPicturesList

Checked In

Andy Clark

Assigned

Mia Jerva

Ticket # 55410

- See guests checked in or assigned
- If a customer leaves without paying, you can charge them from this portal.



Dispute Resolution

View Dispute Resolution and list of visits


Open

Dispute Resolution

Protects against chargebacks & fraud

Visit Log (abdbb7d4)

Patron information



**Name:** Mia Jerva

**Email address:** miajerva@gmail.com

**Phone number:** 8478458309

**Zip code:** 60025

Phone and user validated via Multifactor Authentication

**Date of validation:** 12/12/2023 1:53 PM

Venue information

**Name:** Dylan's Bar & Grill

**Phone number:** 4088316500

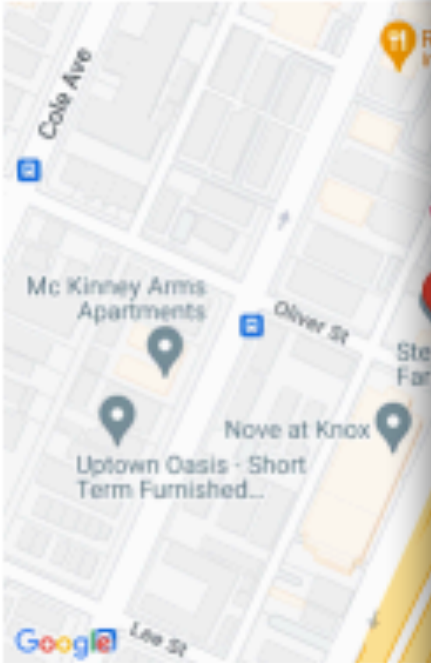
**Address:** 4403 Central Expy

**City:** Dallas

**State:**

**Zip code:** 75205

**Venue location:** 32.819199, -96.788101



Visit Log (abdbb7d4)

Open tab

**Name:** Dylan's Bar & Grill

**Patron selected open a tab at the venue at:** 01/15/2024 4:29 PM

**Phone location:** 42.061466, -87.808757



**Patron validated via phone biometrics at:** 01/15/2024 4:29 PM

**Biometric Authentication type:** Face ID

**Biometric token:** 94c02270ad74eb5e77b08fb85410b7072d92b41bb223ad89adfd63ad825da580

Pay tab

**Name:** Dylan's Bar & Grill

**Patron selected Pay tab at the venue at:** 01/15/2024 4:31 PM

**Server Name:** Joe Wheeler

**Check:** #55410

**Tip selection:** Percent

**Tip amount:** \$ 2.96

**Check total:** \$ 18.27

**Transaction completed date and time:** 01/15/2024 4:32 PM

**Card:** Mastercard, \*\*\*\* 3267

**Auth code:**

**Phone location:**

**Patron validated via phone biometrics at:** 01/15/2024 4:31 PM

**Biometric Authentication type:**

**Biometric token:**

Visit Log (abdbb7d4)

**From:** Dylan's Bar & Grill <noreply@citycheers.com>

**To:** Mia Jerva <miajerva@gmail.com>

**Subject:** ExpressCheck receipt from Dylan's Bar & Grill on 01/15/2024 16:32:04

Thank you for using ExpressCheck at Dylan's Bar & Grill.

This is your receipt for \$18.27 charged to your Visa.

Check #: 55410

Order Details:

Fried Cheese Sticks

\$9.99

Bud Light Bottle

\$4.00

Expck Reward Club Fee

\$0.50

Subtotal:

\$14.49

Tax:

\$0.82

20% Tip:

\$2.96

Total Amount:

\$18.27

SECURED BY EXPRESSCHECK

ID: abdbb7d4

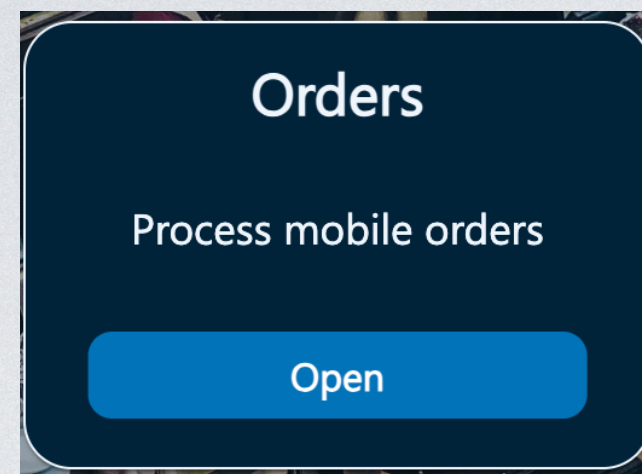
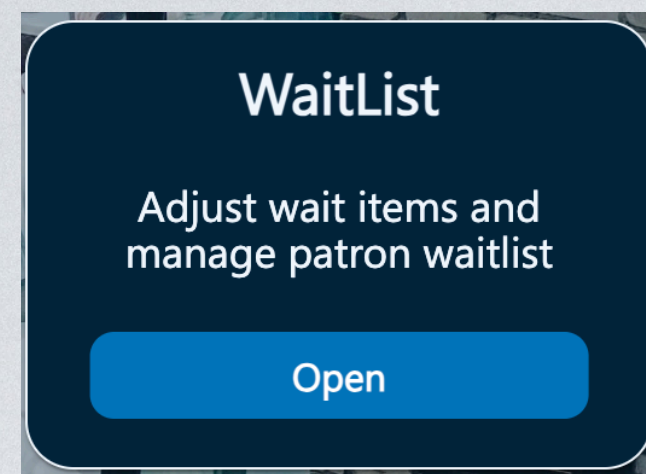
We hope you enjoyed your visit!

Patron Profile

Location Validation

Guest Check



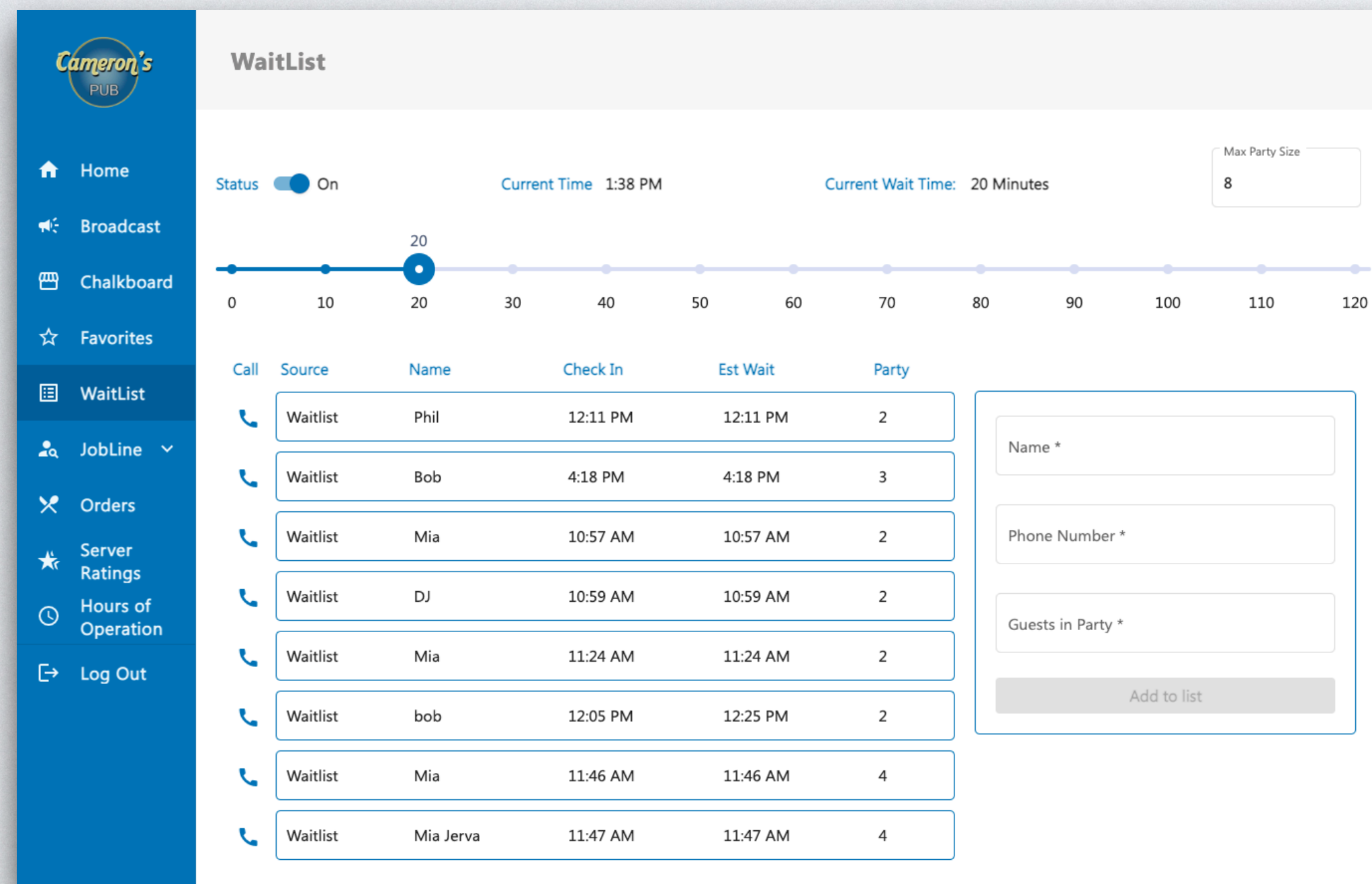


# Waitlist & Orders

Call CityCheers for a full demo of these features

## Waitlist

- Patrons add themselves to your waitlist right in your app
- Manage your waitlist on a tablet interface
- Call guests from the tablet to let them know their table is ready



## Express Order

- Widget for Express Order
- Orders appear on a tablet
- Confirm order, message guest, & receive payment

