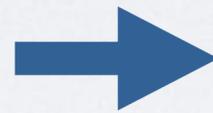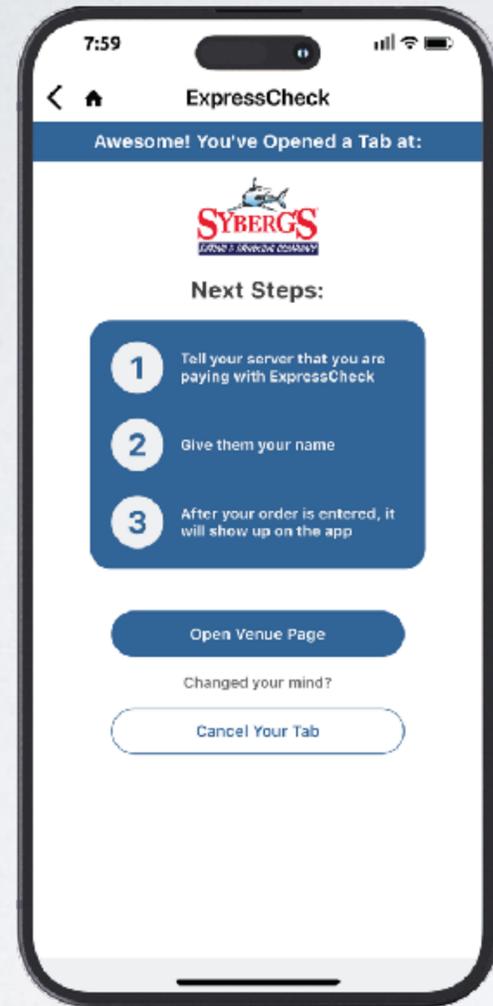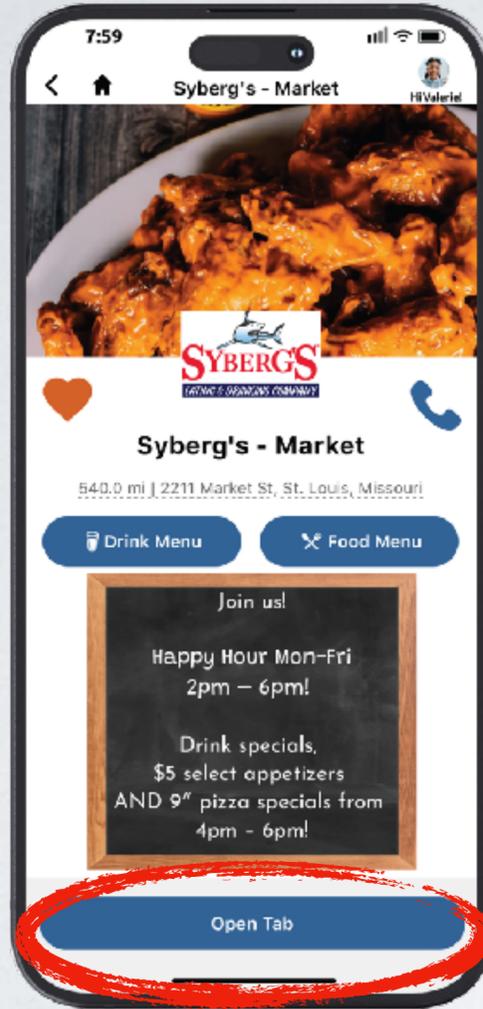# CityCheers

America's Hospitality SuperApp

ExpressCheck Focus POS - Tutorial

# **Create** the ticket - **Fire** the ticket

- Guest taps Open Tab - The app lets them know to give their name to the server.

- Take the order in as usual and note the guests name.

- Fire the order to the kitchen or bar.

- Tap the ExpressCheck icon. The location of this button can vary so ask your manager.

Assign the ticket
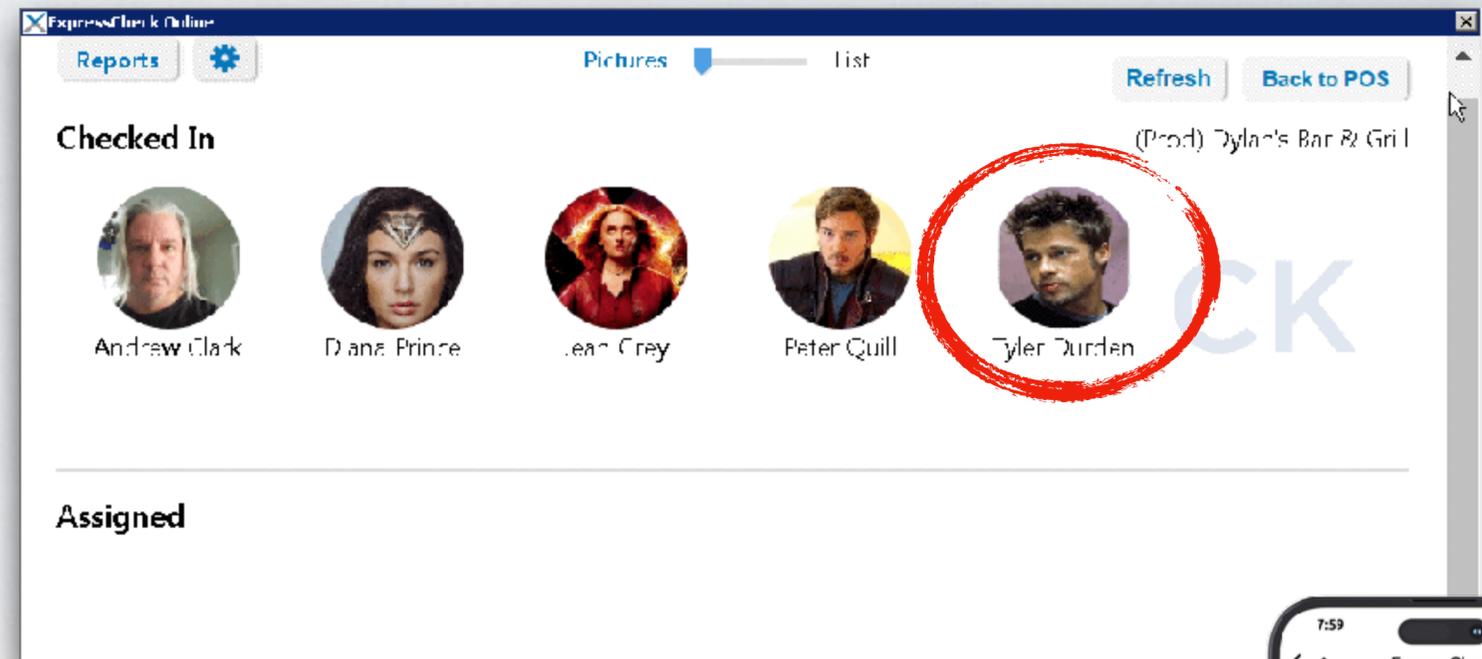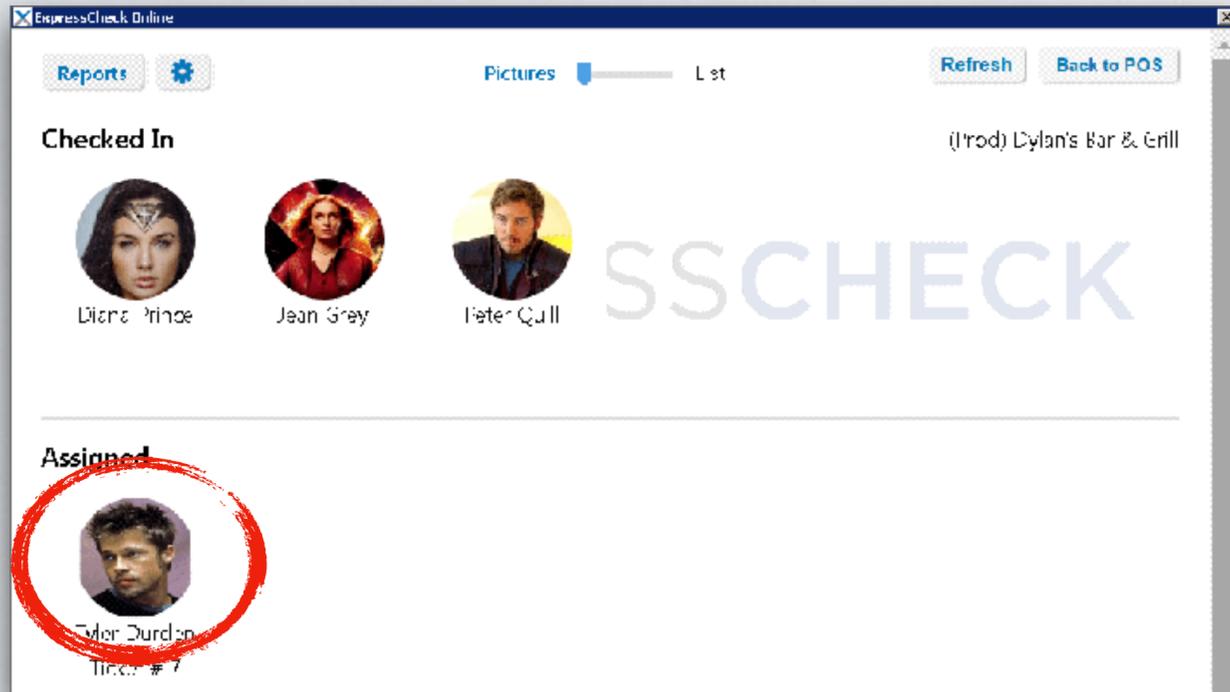
Assign the ticket at any point in the meal.

- A list of patrons will show up. Tap on your guest.

- A list of open tickets will appear. Tap on the correct ticket to **Assign**.
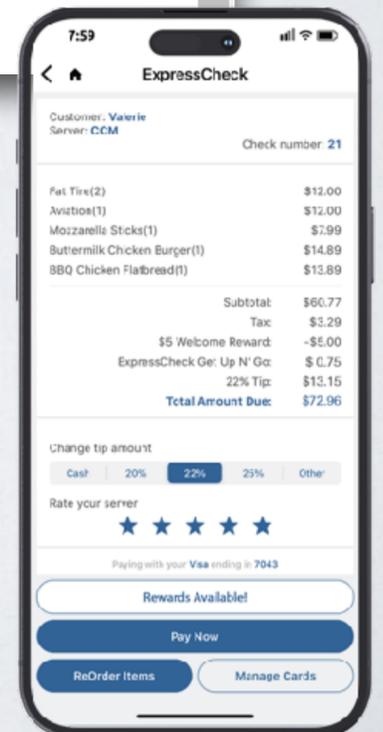
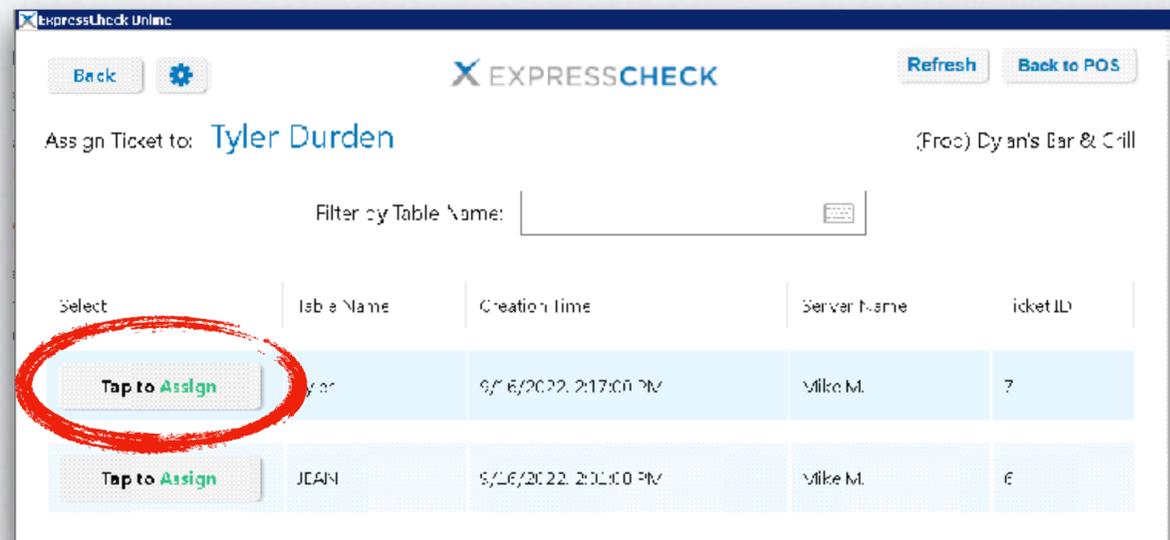- Order will appear on the guests phone
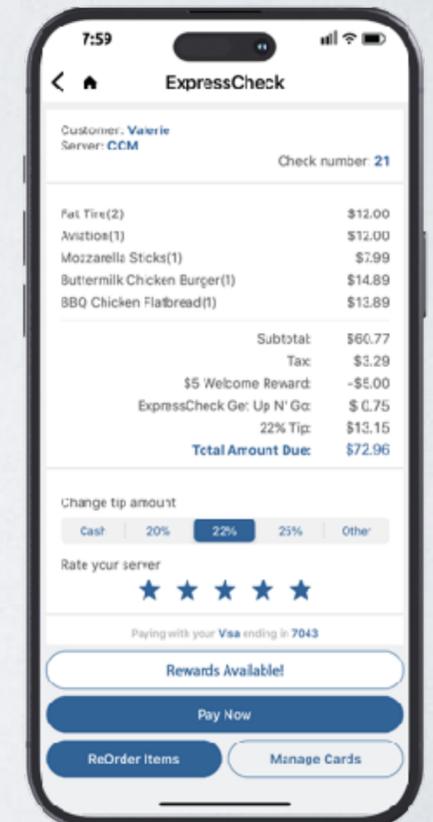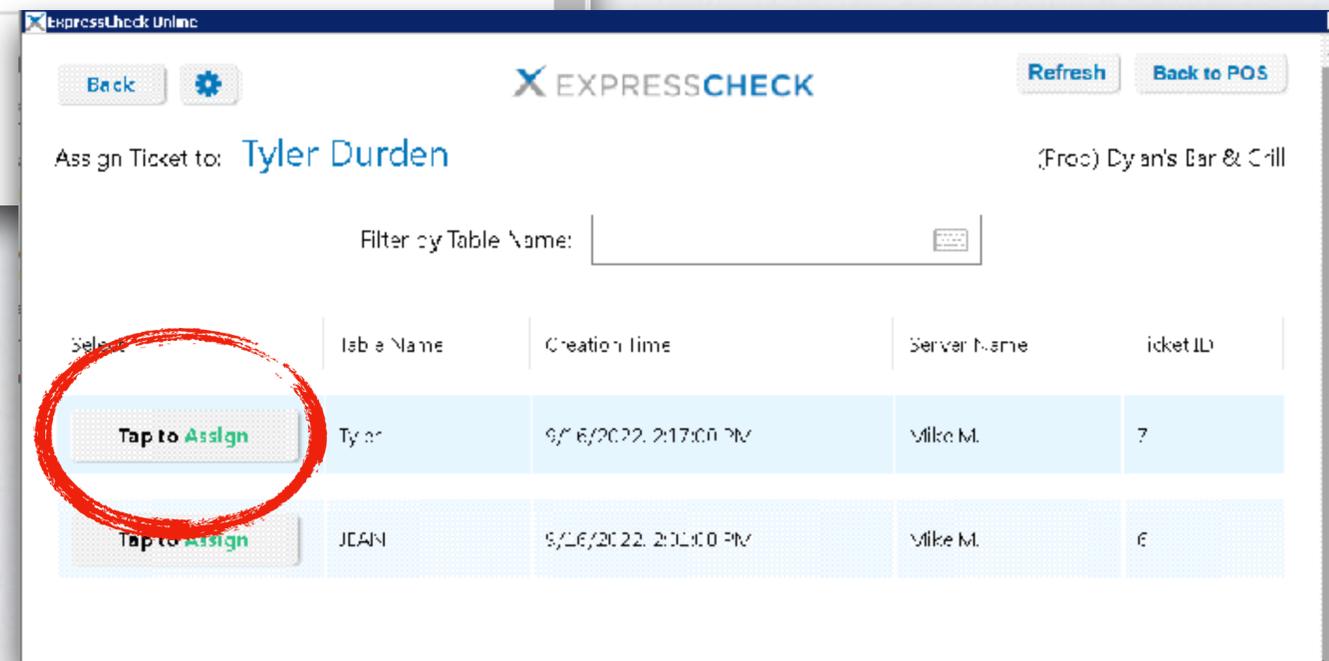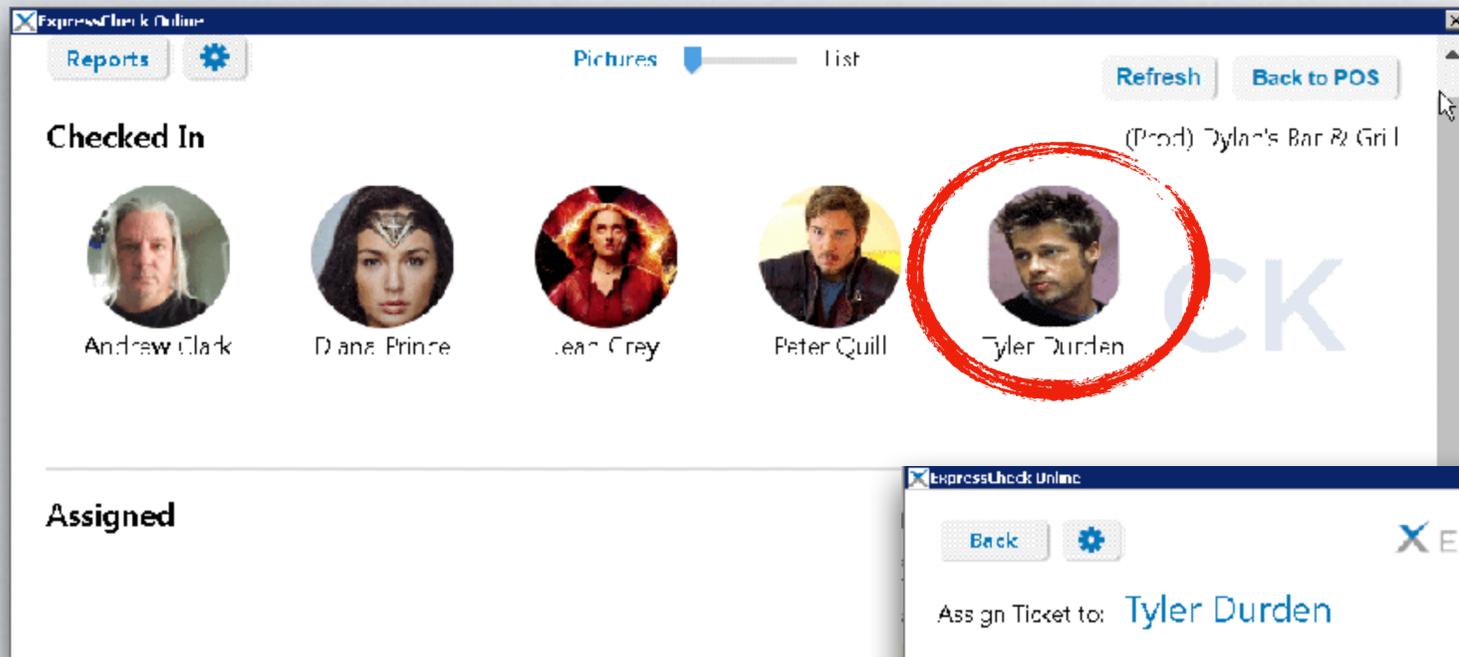
Any additional items added to the order will automatically update on the app.

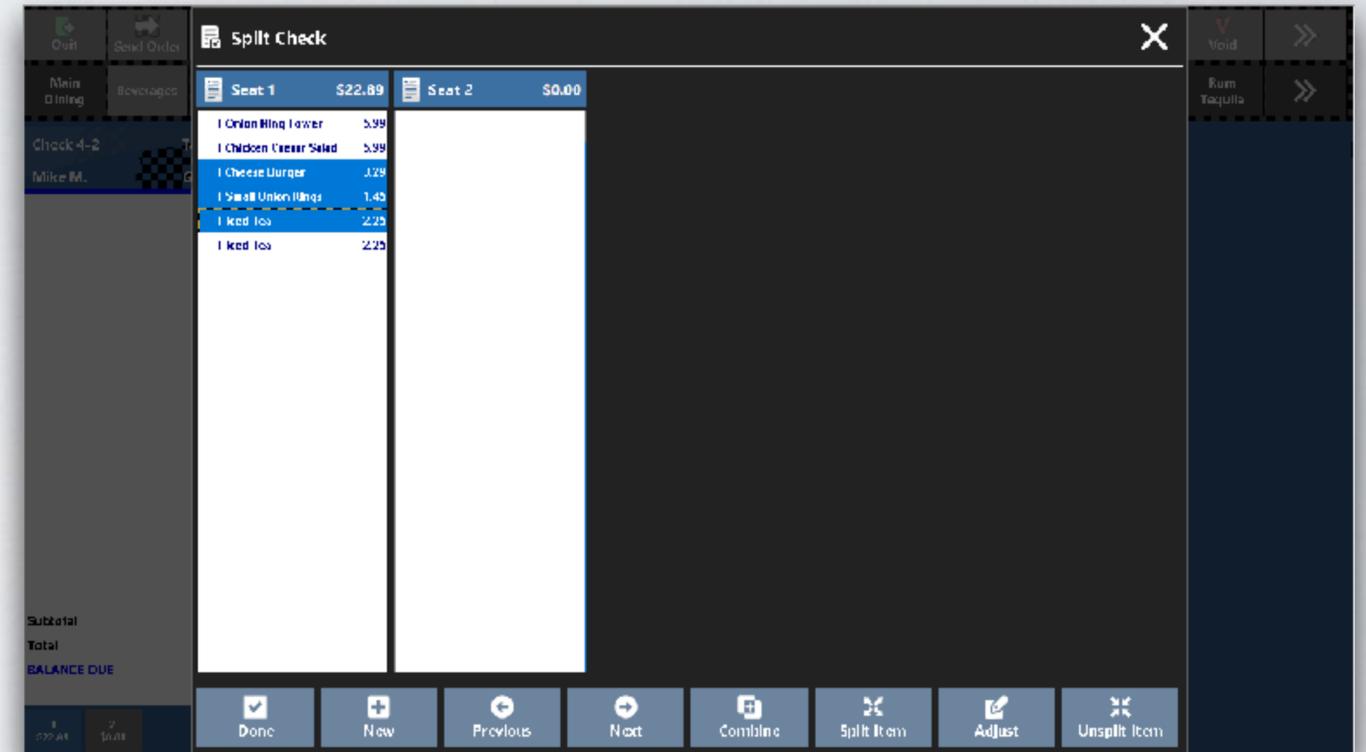# Wrong Check Assigned?
Un-assign & Re-assign

- Tap the ExpressCheck Icon

- Tap the guest you would like to un-assign

- Once unassigned - tap there face again and choose the correct ticket

Split Tickets

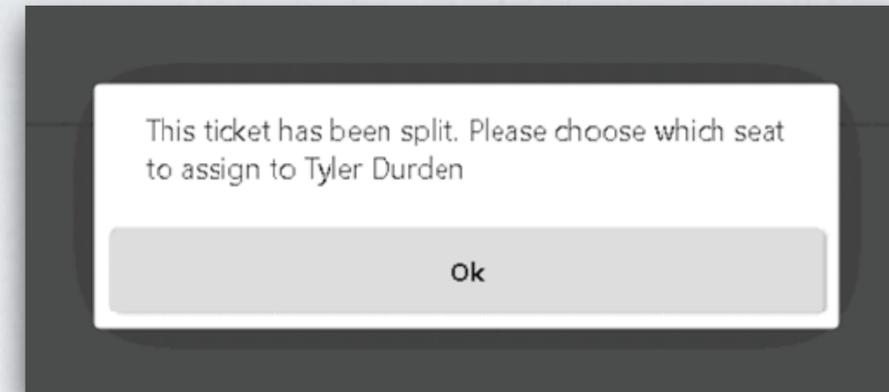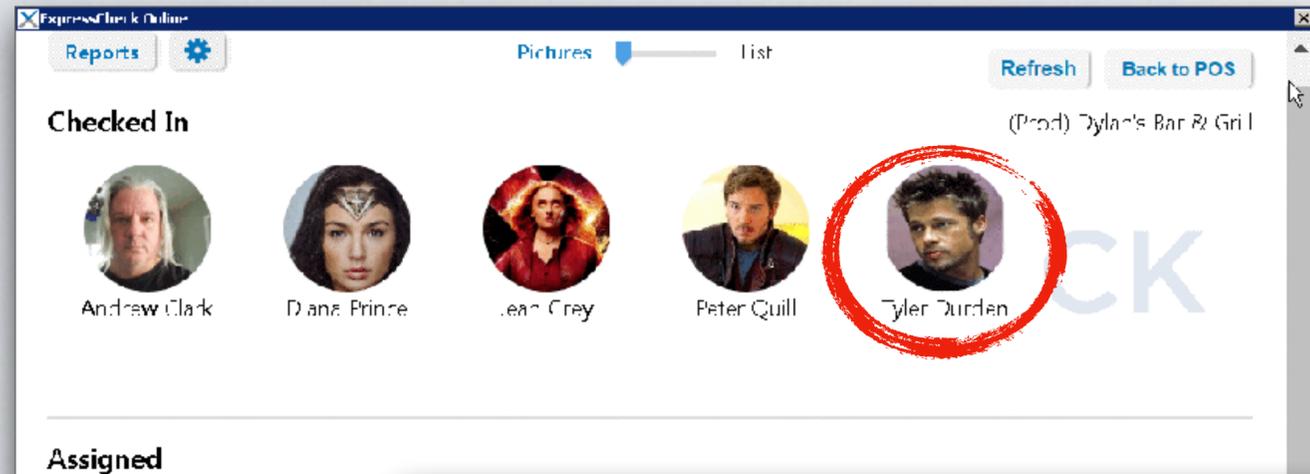**Create** the ticket - **Fire** the ticket - **Split** the ticket- **Assign** each guest their ticket
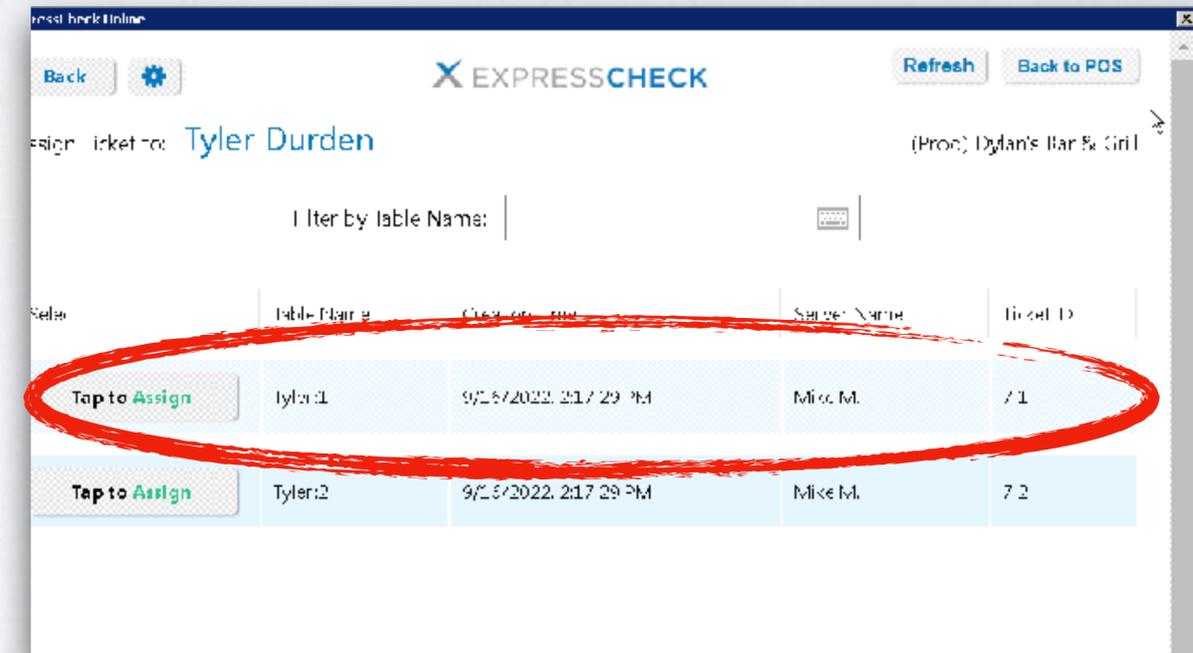

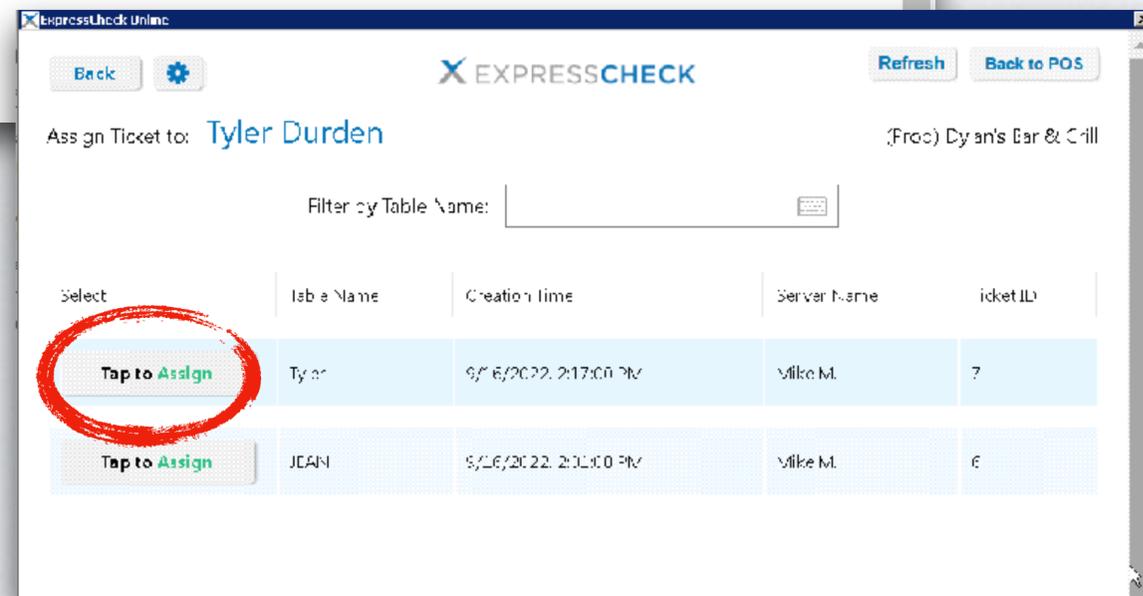Each guest opens a tab on the app

If there is a guest who is not paying with ExpressCheck they will have to wait for the bill and hand over their credit card
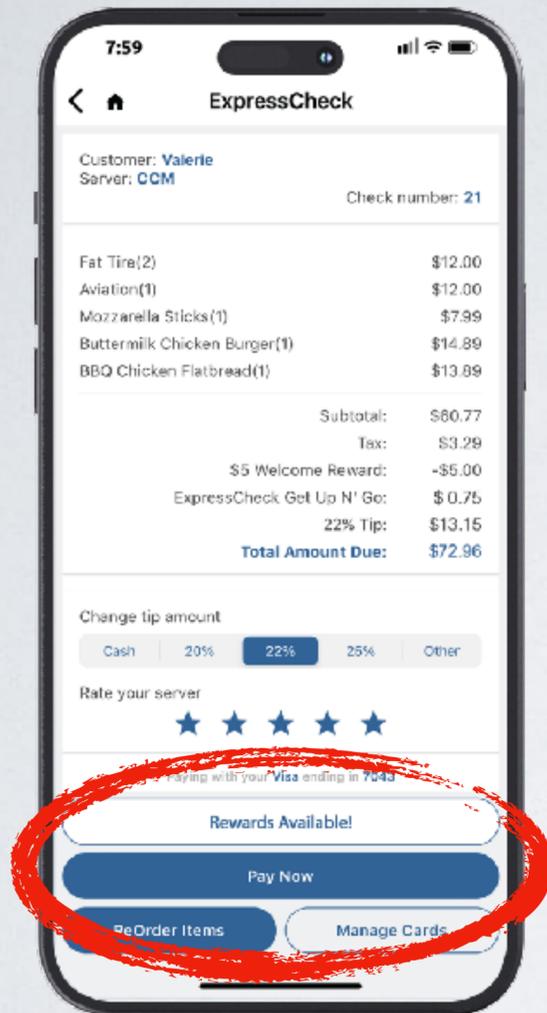
Each Patron Gets Their own Tab

STEP 2 - You will be prompted that the ticket has been split

STEP 1 - Select the first patron and choose the ticket.

STEP 3 - Choose the correct seat and assign it. Continue assigning the remaining seats.
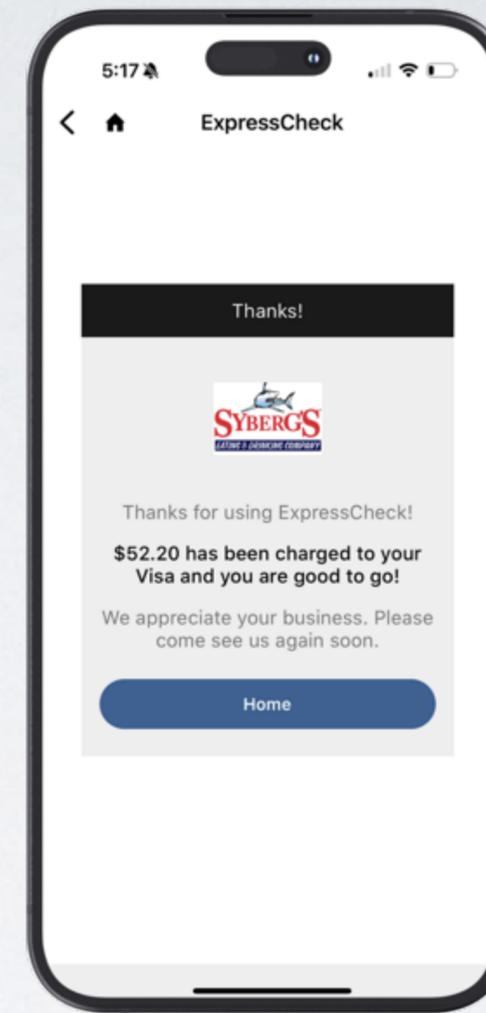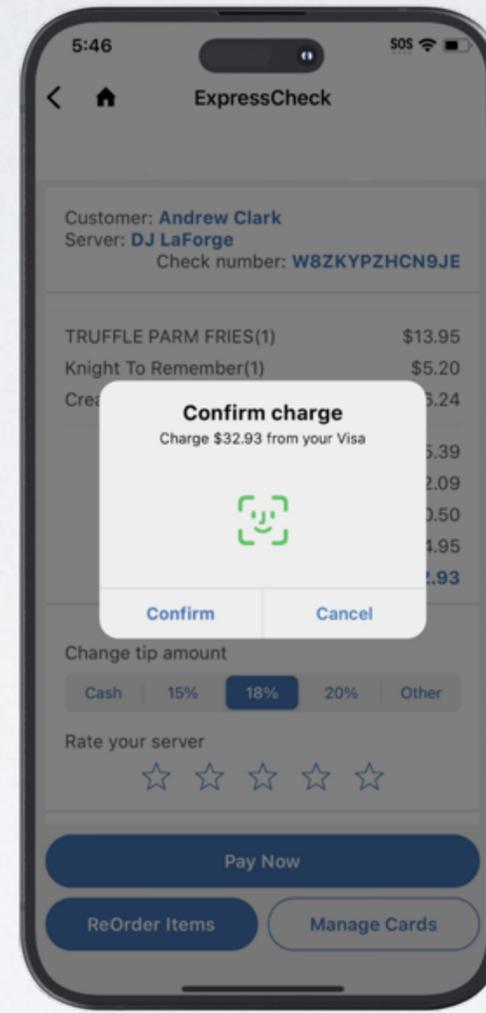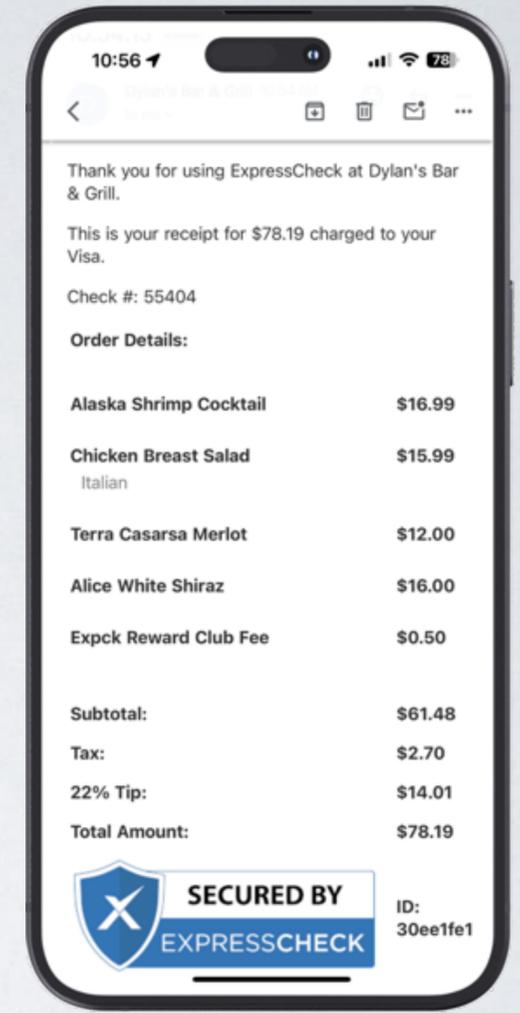
Patron Experience

Tab is sent directly to the patron's mobile device. Patron will see any rewards that are available to them.
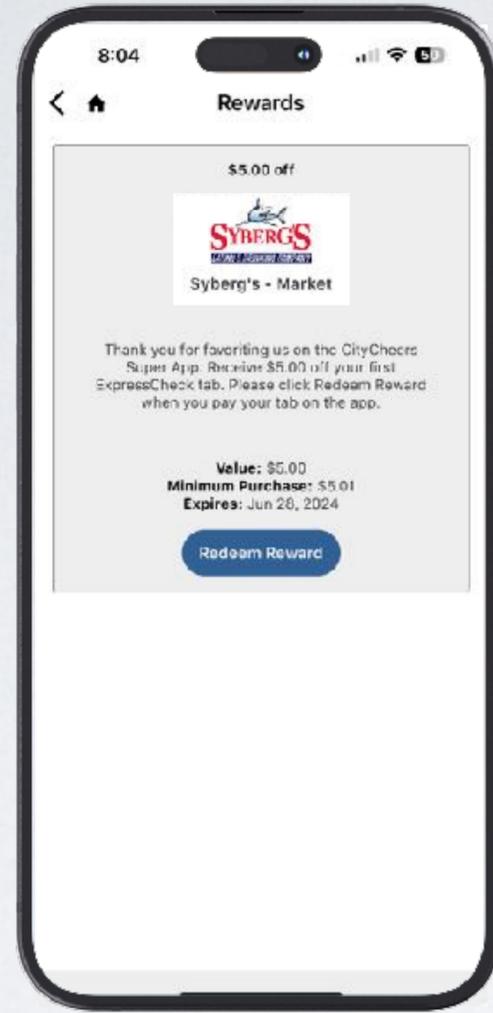
Double verification protects the restaurant from chargebacks

Patron's receipts can be found on the app and are sent to their email inbox.

Walkouts

ExpressCheck tabs are safe from walkouts
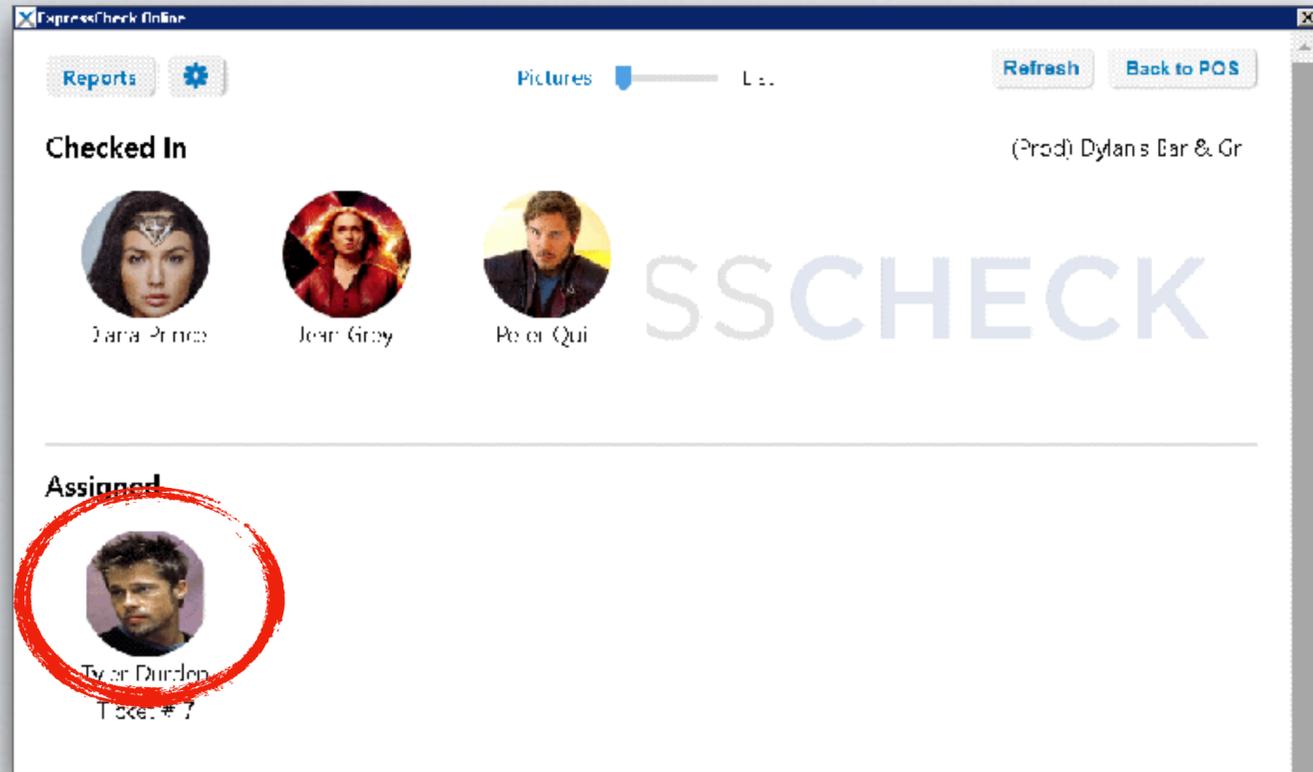
STEP 1 - From the ExpressCheck portal, choose the patron who has walked out and tap View Profile.

You are only safe from walkouts when the patron is assigned to an ExpressCheck ticket

STEP 2 - You will be prompted to enter a manager code. Then tap Charge

STEP 3 - You will be asked for confirmation to add a 20% tip. Ticket will be closed on the POS and the receipt is emailed to the patron.

ExpressCheck Reporting Screen

View tips anytime on the POS

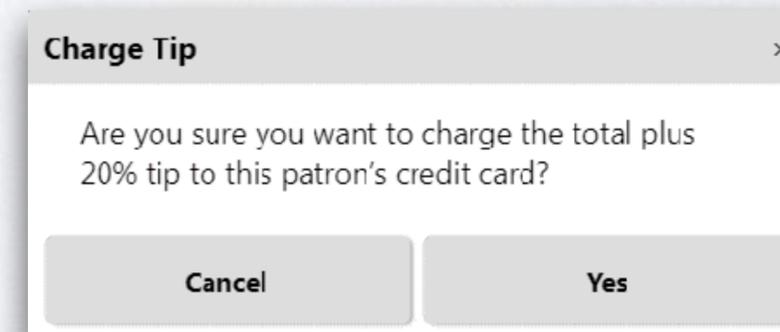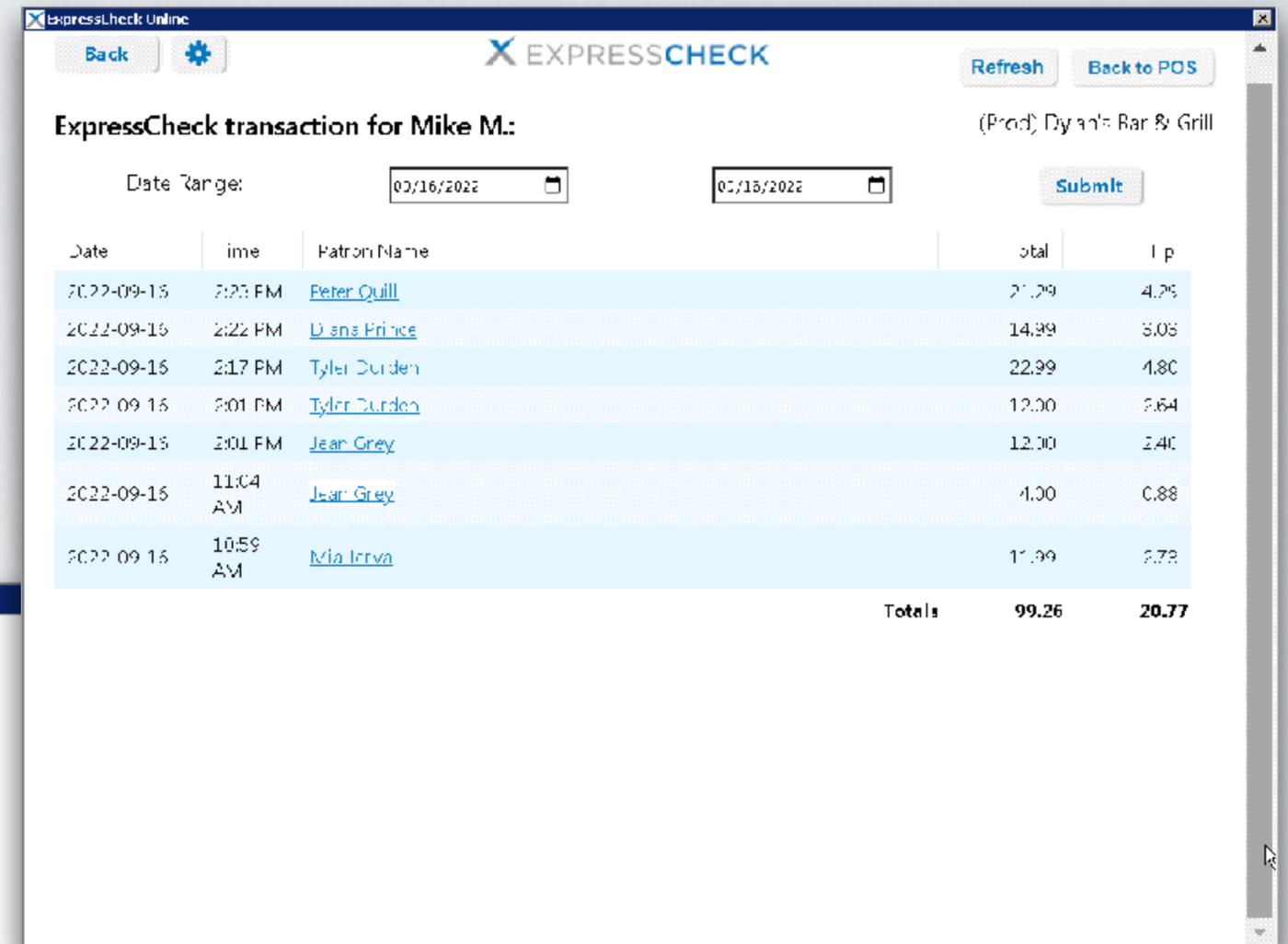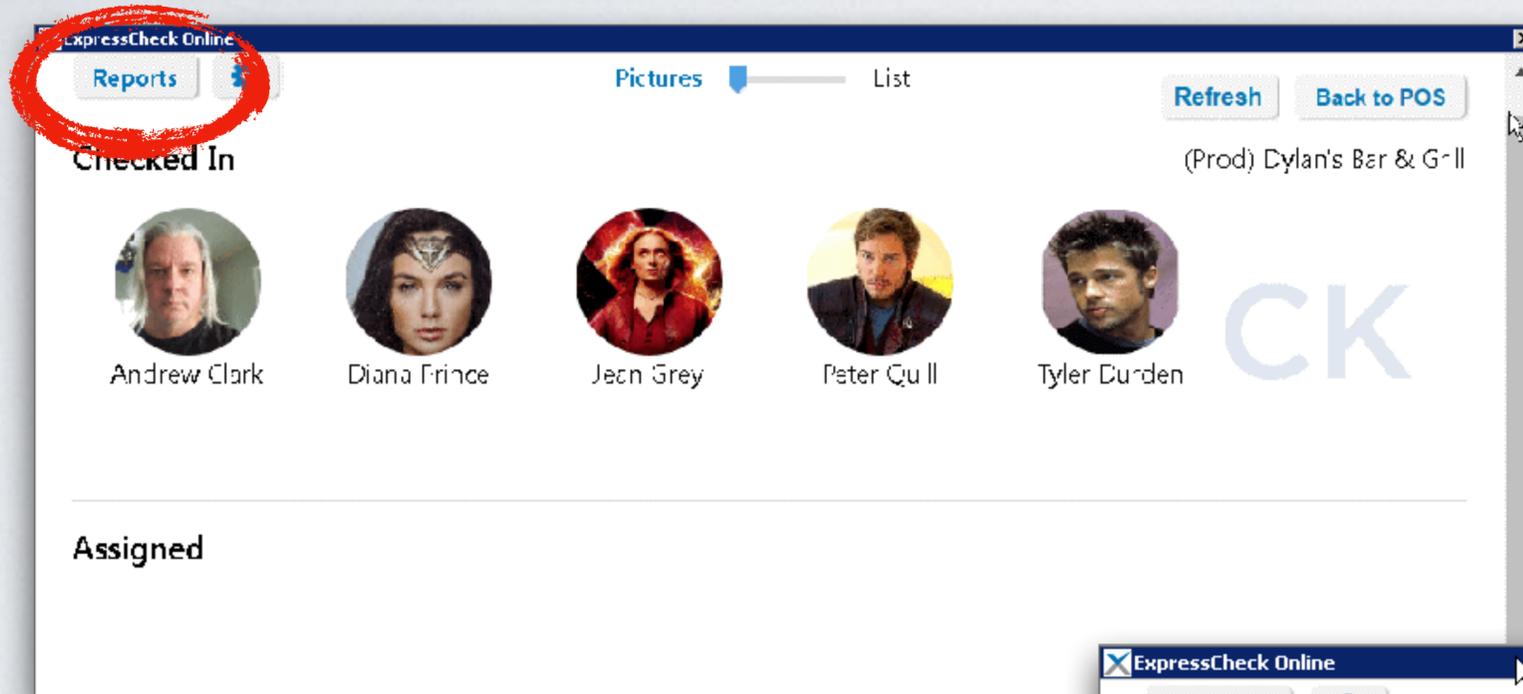Tap the ExpressCheck icon on the POS
Tap Reports
Tap your name
View Tips and Totals

Tips are automatically adjusted when a patron pays on the app

ExpressCheck Server Benefits

Sell more food and drink = More Tips

- When you aren't printing checks and processing credit cards you have time to touch more tables and upsell food and drink
- You know your guest's name and make a connection with them

Turn Tables Faster = More Tips

- When guest tip and pay on their phone, they can get up and go when they are ready
- No more waiting for a check or handing over a credit card

CityCheers brings more guests to your restaurant

- When a guest uses ExpressCheck, you have the ability to message them directly thru push notifications and emails
- This will get them to return more often and bring their friends

Questions & Additional Information

Technical Questions: Call the Help Line
669-221-1971

CityCheers Customer Success
connect@citycheers.net
408-831-6500

For more tutorials and videos, visit
citycheers.com
Restaurant Resources tab