

Welcome to CityCheers

Champion Checklist

What is a Champion? Your Champion is the in-house leader responsible for driving adoption of the CityCheers SuperApp & ExpressCheck. The Champion is responsible for: Ensuring staff understands how to use ExpressCheck, Driving guest adoption, and Acting as the main point of contact with CityCheers

Champion Responsibilities

Pre Launch

1. Staff Training

- Send Staff Training Video via text or email
- Ensure all servers watch the video
- Reinforce usage during shifts

2. Daily Execution

Encourage servers to:

- Promote ExpressCheck to guests
- Explain benefits (fast checkout, rewards)
- Ensure checks are properly assigned in POS

After Launch

3. Go-Live Support

Be present during launch

Assist staff with:

- Closing tickets
- Splitting checks
- Handling walk-out scenarios

4. Ongoing Success

- Monitor adoption
- Communicate any issues
- Work with CityCheers on:
 - Rewards
 - Promotions
 - Notifications

What Success Looks Like

Staff consistently using ExpressCheck

Guests completing transactions through the app

Increasing transaction volume week over week

Connect Portal

Your Connect Portal is your command center for keeping your app fresh and engaging. Access it anytime on your mobile device or computer. Use it to update your app, send Dining & Entertainment Alerts, and keep your customers engaged. Share your credentials with your Champions so they can update your Virtual Chalkboard, Specials, and Events.

Regular updates = more reasons for customers to return.
New content keeps your venue top-of-mind for guests.

Need Help?

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