

## WHAT TO SAY

"Can I grab your phone number for our rewards program? You earn points every time you visit."

- You don't need to explain how it works, just ask for the number
- If they ask what it is: "Every dollar earns a point. Hit 100, get \$10 off your next tab. Automatic."
- If they say no: move on. No pressure, no explanation needed.

## ADD CUSTOMER AT THE POS

- 1 Long press the check name at the POS
- 2 Select "Add Customer"
- 3 Enter the guest's phone number
- 4 Close the check as normal, points apply automatically

## YOU NEVER HAVE TO

- ✗ Apply discounts manually
- ✗ Track points for guests
- ✗ Ask guests to show a card or code
- ✗ Remind guests about their rewards
- ✗ Download an app or set anything up

When a guest hits the threshold, the reward applies itself automatically on their next visit. No action needed from you.

## ADD CUSTOMER AT THE POS

- 1 Select Pay → Pay at Table on the POS
- 2 Turn the screen toward the guest
- 3 Guest selects tip and completes payment
- 4 If Status is enabled, guest is prompted for phone number to earn points
- 5 Screen turns back to you

## WHAT TO SAY

- "How do I know how many points I have?" They get a text when they earn rewards. They can also check via the link in that text.
- "Do my points expire?" No, points never expire.
- "Do I need to download an app?" No app needed. Just a phone number.
- "Can I save my reward for a bigger visit?" Rewards apply automatically on the next visit, they can't be held back.
- "When do points show up?" Points post after End of Day runs, not immediately after the visit.
- "Can I use this at other venues?" Points are tied to this venue only.