

# Frequent Diner

Increase sales and customer loyalty

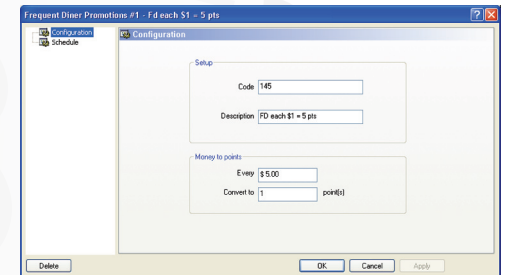
The Frequent Diner Program is a standard feature in the Maitre'D Software Suite; because we believe that it's essential for restaurants to provide first class service to their customers. At the same time, it allows them to increase revenues with a solution that is flexible and easy to customize.

## Increased revenue paralleled with better customer satisfaction

Maitre'D provides the ability to completely customize promotions for frequent diners, which boosts customers' satisfaction, and gives them the incentive to increase their number of visits to your restaurant.

Maitre'D offers remarkable flexibility for earning and redeeming points, managing coupons and promotions, such as:

- Ability to schedule promotions for different money-to-points ratios depending on the day of the week and hour of the day
- Several point matrixes give restaurant owners a number of different ways to reward their customers (ex: Buy 10, get one free)
- Rewards based on several different plans:
  - Items purchased (More points on specific promotional items, or buy a specific item and double points for it)
  - Number of points earned
  - Number of visits
- Random coupons can be printed on the customer check for rewards
- Bar/Nightclubs



## Customized marketing programs

Maitre'D offers flexible configuration of frequent diner rewards to meet your specific marketing needs.

### Email

General information  
info@posera.com

### Sales

sales@posera.com

### Phone

NA  
888 404 2662

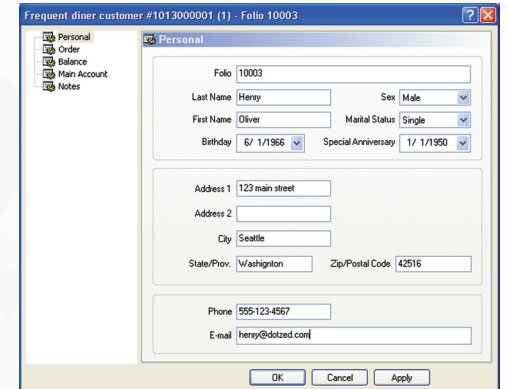
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### Flexible, practical and simple to use

This solution has many benefits, including the ability to attract more customers, increase sales with repeated visits, build customer loyalty and improve customer satisfaction. Its functions allow restaurateurs to build a relationship with their customers and enhance the value of their dining experience.

The Frequent Diner program is fully integrated with Maitre'D POS and Back-Office products, which extends its application and benefits. Moreover, restaurants will benefit from the following key points:

- Ability to identify the customer in several ways: Number (alpha numeric), Magnetic Cards, and Bar Codes.
- The customer can be identified at any time during the transaction
- Print customer balance on guest receipt
- Several predefined reports and ability to customize reports
- No transaction fees



The screenshot shows a 'Personal' form for a customer. The fields include:
 

- Folio: 10003
- Last Name: Henry, Sex: Male
- First Name: Oliver, Marital Status: Single
- Birthdate: 6/ 1/1966, Special Anniversary: 1/ 1/1950
- Address 1: 123 main street
- Address 2: (empty)
- City: Seattle
- State/Prov: Washington, Zip/Postal Code: 42516
- Phone: 555-123-4567
- E-mail: henry@dotzed.com

 Buttons for 'OK', 'Cancel', and 'Apply' are at the bottom.

### Better customer service

Operators can keep as much information on their customers as they like, which gives the ability to better customize promotions.

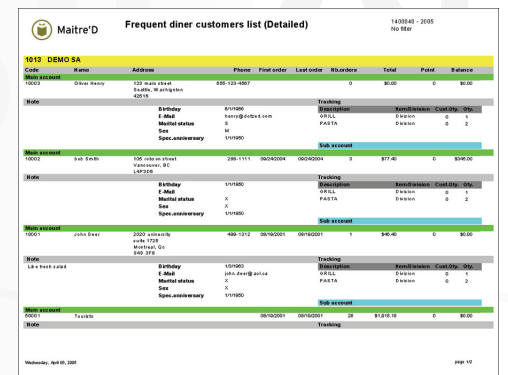
### Valuable reporting helps create smarter loyalty programs

Managers can track all sales information and history on any customer, including personal profiles, co-ordinates and dollars spent to date to ultimately increase customer visits to the restaurant and in turn enhance their satisfaction.

The ability to create and keep detailed personal files on customers allows restaurateurs to print out customer activity reports to produce the exact data required for target marketing, including number of visits and even information on their ordering preferences.

Some reports include:

- Redeemed points or dollars or free items
- Top Frequent Diner Customer
- Points issuance
- Transaction audit
- Member enrollment



The screenshot shows a detailed report titled 'Frequent diner customers list (Detailed)'. It lists customer information including name, address, phone, and financial data. The table has columns for Code, Name, Address, Phone, First order, Last order, #Visits, Total, Paid, and Balance. It includes sub-sections for 'Basic information', 'Personal information', and 'Sub account' for several customers.

Code	Name	Address	Phone	First order	Last order	#Visits	Total	Paid	Balance
1000	Oliver Henry	123 main street Seattle, Washington 98101	555-123-4567			0	\$0.00	0	\$0.00
1003	Ken Smith	100 main street Vancouver, BC V6P1E6	206-1111	06/04/04	06/02/04	3	\$17.00	0	\$17.00
1001	John Doe	2000 main street 4444 1234 5555 5678 6666 9012	400-1232	06/10/01	06/10/01	1	\$40.00	0	\$0.00
0001	Tyler			06/10/01	06/10/01	10	\$120.00	0	\$0.00

### Unlimited information

Analyze customer behavior with many predefined and customized reports to help increase repeat business and customer satisfaction.

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