



SERVICE TEAM

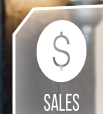


DAVID @ LUNCH

\$22.50 AVG CHECK

45 MIN TURN TIME

17% AVG TIP



LYDIA @ LUNCH

\$26.75 AVG CHECK

51 MIN TURN TIME

23% AVG TIP

KNOW YOUR TEAM. INCREASE THEIR PRODUCTIVITY.

Your service team is the face of your brand and can be the key difference between your success and failure. You need them to be happy, motivated, and at the top of their game. But, do you really know if your servers are providing an optimal guest experience? How can you leverage each of their strengths and target your training without specific data?

Avero's Service Team module allows you to immediately gauge your waitstaff across a variety of key metrics. You can use each server's scorecard to pinpoint their individual strengths and opportunities, give them the targeted training they need to boost their performance, and increase your revenue.

“We draw insights from Avero's server mentoring tools. Our service team realizes that we're invested in providing them accurate and actionable information about their performance, and in turn, they're invested in the guest experience.”

Jim Hofer
Director of Training & Service Excellence
Crave Restaurants

CRAVE

FRESH • VIBRANT • AMERICAN



MAXIMIZE YOUR SALES. MINIMIZE YOUR COSTS.

Avero tools are designed for hospitality operators, by hospitality operators. Our Sales tools are created to get you the visibility you need and proactively deliver the answers you need to improve your guest experience and increase your revenue.

FEATURES & BENEFITS



KNOW YOUR TEAM

Get visibility into the performance of your team, see who's selling which menu items, and make management decisions based on actual data.



IDENTIFY TRAINING OPPORTUNITIES

Target training needs based on your servers' individual areas of opportunity. Leverage their individual strengths to help others on your team.



INCREASE SALES

Measure performance by category, party size, or meal period to make sure you have the right people, at the right tables, at the right times.

THE ARIZONA BILTMORE CASE STUDY

Dolan Olson, Manager at The Arizona Biltmore Wright's Restaurant, needed to encourage his competitive team of servers to increase wine sales, and turned to Avero to help him develop a program of servers to achieve his goal. He created a staff contest with Avero to track incremental wine sales by the glass and wine bottle sales by server. Dolan then posted daily contest results and rewarded the most successful server both weekly and monthly, encouraging other servers to participate.

With in-depth contest reports from Avero, Dolan confirmed that Wright's Restaurant saw a \$45,000 year-over-year increase in wine sales for the contest period and continues to rely on Avero for the most actionable insights into his business.

+\$45,000

YOY Increase In Wine Sales



**ARIZONA
BILTMORE™**

A WALDORF ASTORIA RESORT