



Vellux Wireless Waiter System

On the 1st May 2008, the Tables Department embarked on ways to improve customer service on the Gaming Floor in and around the Tables areas, with the main focus on drinks and the delivery time from order to collection.

With this in mind we took on board for a Months trial period the Vellux Wireless Waiter system, a simple cost efficient system that would hopefully increase customer service and therefore ultimately improve revenues.

The system was installed at no cost to Meropa by the Vellux Team, with the option to purchase should the trial period be deemed successful.

Prior to the system being installed, we averaged between 10-12 drinks per hour per waitress, but with plenty of hand clapping and shouting going on around the Pit to attract any given Waitress that may be passing.

With the Vellux system installed, the time frame from order to delivery has gone down from 5-8 minutes per order to 2-3 minutes, thus increasing average drinks served to 26-28 per waitress per hour, all this and without the clapping and stamping of feet.

The system is simple, cost effective, and doesn't pose any threat to our already installed technology across the floor.

Installation of this product was quick and simple and the Tables Department was fitted out with this system within 25 minutes, with no disruption to either guests or the operation.

I highly recommend this system, not only to Table Managers but to the Slot Managers also, as this system, used to its full potential has enhanced drink service and guest satisfaction.

Kevin Caswell
Tables Manager