

# restaurant **ServicePro**<sup>TM</sup>

Maximize Operational Efficiency



## What is restaurant **ServicePro**?

restaurant **ServicePro** is the food service industry's most significant technology development. It is a bilingual, easy-to-use system that automates the communicating, scheduling, tracking and reporting of:

- Preventive Maintenance
- Inspections
- Asset Management
- Operational Checklists
- Cap Ex Management
- Life Safety and Security
- Contract Management
- Equipment Warranties
- Property Improvement Plans

Whether it's used by an independent owner or a franchise as a strategic initiative, the positive effects of using restaurant **ServicePro** will be significant and long term.

## The Results

restaurant **ServicePro** is designed for restaurant owners striving to exceed their customers' expectations.

### Customer Expectations:

- Clean Restaurant
- Well-Maintained Facilities
- Safe, Secure Environments
- Fast, Courteous Customer Service

### Achieve These Results:

- Highest Customer Satisfaction and Loyalty
- Peak Staff Productivity
- Lower Maintenance and Energy Costs
- Longer Asset Life
- Highest Profits

*"restaurant **ServicePro** has made the ever-elusive process of supervising our store maintenance program quick, easy and organized! Because it's browser-based, I know exactly what our equipment and maintenance issues are in the restaurants at any given moment, and maintenance personnel are instantly alerted to equipment and maintenance issues through their PDA or computer.*

*I recommend restaurant **ServicePro** to any restaurant Owner or Operator that wants to maximize their operational efficiency at multiple stores on a day-to-day basis!"*

**Mike Meoli**  
**McDonald's Owner/Operator**  
**The Meoli Companies**



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## Customer Service

Deliver customer service faster and more effectively. Recognize and correct substandard service.

- Improve the customer experience.
- Automatically alert maintenance staff and the MOD to restaurant issues through any wireless device.
- Spot trends and identify problem areas, and see how long it is taking staff to fix these issues.
- Electronic calendar and daily log display completed work orders.

## Asset Management

Maximize the return on investment by effectively managing assets.

- Track equipment by location, serial number and warranty information.
- Manage equipment contracts and vendor information.
- Extend equipment life, reduce operating costs and increase profitability.

## Cap Ex & Property Improvement Plan

Create plans that comply with Franchise Standards and complete them on schedule and on budget.

- Track costs and progress at the franchise and corporate level with the Project Management Calendar.
- Control Cap Ex requests and streamline the Cap Ex approval process.

## Inspections

Provide employees with a safe and secure environment.

- Automatically schedule follow-up inspections and work orders in the system.
- Automate safety inspections and procedures to reduce liability.

## Preventive Maintenance

Implement Operational Standards with an organized, comprehensive maintenance program.

- Complete required maintenance on time and in less time.
- Stay up-to-date on work orders by automating the scheduling of tasks.
- Quickly see which tasks are overdue.
- Create and complete work orders from anywhere with compatible wireless devices.
- Batch print work orders to clearly define tasks and decrease administration time.
- Time stamp work orders to see how much time has elapsed before they are completed.

## Operational Checklist

Provide transparency and accountability measures to employees.

- Create detailed instructions for all team members.
- Assign a checklist to employees and track progress and completion.
- Automatically reschedule tasks for the next due date upon completion.