

Waitlist, interactive player paging & TV display

The Problem



A never ending tirade of dead announcements

Third & final call for Jason M, seat on 2-5

On 2 lists, gave up and left 30mins ago.

Sarah, seat on 2-5

On vacation, now in the buffet with friends, would come back if she heard the announcement!

Tony B, seat on 2-5

In the sports book, waited over 2 hours but won't hear the announcement. He's not coming back here ever again.



Meanwhile your **Floor Manager** spent 30mins trying to open a new table without success!

But wait! There must be a better way? Here's How it Works...

One platform combining; waitlist, paging, TV display, Kiosk registration, data collection and marketing that leverages your guests mobile / cell phone as the pager...

Where to wait...



A guest wishes to play cash poker, but all your tables are currently full



Shops?



Slots?



Drink at the Bar?



When a seat is available, the guest is notified via an interactive Robo Call

① To Accept ② To Decline

③ Give me 5 mins to get back

Automatic suggestions via Text Whilst they wait...



- Deli Discounts!
- View your Food Menu online
- High Hand & Player Rewards
- Food Court Promos
- Tournament Schedule
- Promote your App, send a download link

Upsell your guests just before they play



The guest returns to the poker room and is seated



Staff enter their name, number and game choice

- Real time inventory management, matching players to seats without delay.
- Allow the guest to choose how to spend their waiting time, or give them a nudge!
- Push registrations onto the waitlist from other channels including your website, concierge etc.
- Our robots speak multiple languages allowing you to page guests in their preferred language.

Is Second Guest right for your Poker Room?

The length of wait for a seat in a cash poker game is as unpredictable as the river card. There can be 2 people on the list and it takes 2 hours, or 10 people and it takes 15 minutes. Announcements are typically only made within the Poker Room and players are often asked to wait in the room when they could be set free to enjoy your resort, thereby driving incremental revenue, you can even give them a nudge to incentivize this! Or worse you may already have a solution which sends a single Text to the player (one quiet beep), only to leave you holding an empty seat and second guessing if they will return, whilst the other players complain about the seat being empty. Sound familiar?

All that said, Second Guest doesn't offer Player Reward Tracking or provide Dealer Tracking. If you have a 30+ table Poker Room and consider such features to be essential then Second Guest isn't the right solution for you.

“Big Board” feature for display on LCD / Plasma TV’s



Display your Waitlist in your Poker Room, or elsewhere in your resort.

Traffic light display of Players Paged and their Response. Automatically updates in Real Time,

Fully configurable: No. of Games, Message, Player Numbering, Total Waiting Count, Interest Lists and a choice of Color Schemes.

| FEATURE | BENEFIT | IMPACT |
|---|---|---|
| Paging | Retrieve guests that you otherwise would have asked to come back later, only they never do. | <ul style="list-style-type: none"> ✓ Text and/or Robo Call Paging. ✓ Fill seats without delay. ✓ Keep your waitlist real, only open a new table when you know you have players. ✓ New table? Batch page the next 9 players. |
| Phone Call | Guest will hear the phone call even when they're in a noisy environment. | <ul style="list-style-type: none"> ✓ No more missed Text pages. ✓ No more holding empty seats. |
| Interactive 2-way Call Paging | Real Time Visibility | <ul style="list-style-type: none"> ✓ No second guessing if they're coming back, you know immediately. ✓ No delay in paging the next in the virtual line following a decline. |
| Queue Watcher | Interactive 2-way page responses initiated by Text. | <ul style="list-style-type: none"> ✓ Guest receives a web link via Text to monitor their place on the waitlist. ✓ Guest can provide interactive responses when paged via the web link. |
| No App required | Works instantly on every guest's phone. | <ul style="list-style-type: none"> ✓ No barriers to adoption. ✓ No delays or slow registration process. ✓ 26% of adults don't own a smart phone. |
| Workflow Engine driven Contextual Messaging | Make suggestions and Up-Sell right before they play – “Do you want fries with that?” Add your own brand and style to the messages. | <ul style="list-style-type: none"> ✓ Increase Cross Sell ✓ Send your daily Promos. ✓ Repeat business prompted by “come back soon” offers in the event of a decline. ✓ Turn off when not required. |
| Stand Alone | Web based, completely independent platform that runs in the cloud, no prerequisite software or third party systems required. | <ul style="list-style-type: none"> ✓ Runs on any web-enabled device. ✓ Runs on Tablet Computers. ✓ No internal infrastructure costs. ✓ Software that's automatically updated. |
| Instant Reports | Collect data. Players without a reward card are no longer anonymous. | <ul style="list-style-type: none"> ✓ Access and report on your data. ✓ Subsequent marketing. ✓ Insights that will inform your planning and optimization of your offerings. |
| API's | Optional Integration and augmentation with your other systems, should you require it. | <ul style="list-style-type: none"> ✓ Push waitlist registrations onto your list directly from your website. ✓ Real-time data synchronisation with other systems. |
| Self Service Kiosk | Allow guests to Self Register on the Waitlist | <ul style="list-style-type: none"> ✓ Staff are free to perform other tasks. ✓ Guests don't need to queue to register. |
| Player Card store & look-up | Optionally store player card numbers separate to your regulated systems | <ul style="list-style-type: none"> ✓ Auto look-up of Player details from prior visit for instant waitlist registration. |