

# How Wearable Smart Bands Can Help Restaurants Achieve Peak Performance

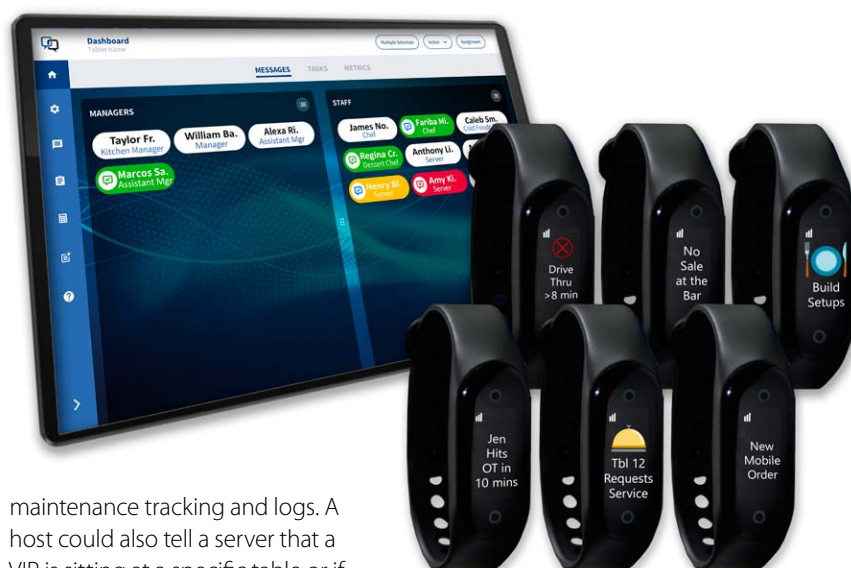
One simple tool that boosts productivity and elevates guest experience.

**NOW MORE THAN EVER**, efficiency is a crucial ingredient for restaurant success. Not only have labor costs risen, but restaurants are also operating at lower capacity amid the COVID-19 pandemic, reducing staff headcount and table numbers. Meanwhile, these smaller teams must manage ever-growing lists of tasks to keep employees and guests safe. As a result, owners are seeking tools that can help their teams communicate more effectively to boost productivity, yet not all traditional communication methods can meet these changing needs.

To remedy these challenges, JTECH created a new wearable smart band called LinkWear, designed to help restaurants with staff-to-staff, guest-to-staff, and device-to-staff communications and task management. LinkWear also allows staff to tailor custom messages and send them to the whole team or to the right person at the right time.

“While two-way radios and traditional staff pagers are effective, wearable smart bands are less distracting, more comfortable to wear, and provide more detailed information,” says Christine Banks-Senkie-wicz, director of marketing at JTECH.

With LinkWear, kitchen staff can tell servers when orders are ready, eliminating the need for runners. Managers can receive reminders when critical tasks should be done, assign those tasks to individuals through the device, and be alerted when they are completed. LinkWear also tracks who completed the tasks, enabling cleaning and



maintenance tracking and logs. A host could also tell a server that a VIP is sitting at a specific table or if guests are celebrating a special occasion—all part of providing a great guest experience.

Yet LinkWear does more than just facilitate two-way communication between staff members, it also connects them to critical data, which boosts efficiency.

“We are looking for new data partners, because many companies have critical data and information that restaurant employees need, but accessibility is limited to emails or text messages,” says Sal Veni, vice president of operations at JTECH. “Restaurant staff members don’t usually have phones with them or access to computers. LinkWear allows data partners to discreetly send staff critical alerts while they are on the floor and when they need them.”

LinkWear can integrate with devices

and applications and deliver data to the right person at the right time; such as, scheduling tools that send overtime alerts to managers or curbside pickup and delivery applications that alert staff when guests or drivers arrive for orders. And, if a restaurant has a unique need, LinkWear is designed with a flexible open architecture enabling customized solutions.

“LinkWear is exactly what it sounds like—a wearable link to your data so that you don’t have to wait two hours to pull a report and take action after the fact,” says Paul Meggers, president of JTECH. “With LinkWear, you can take action right away, and in these difficult times, what could be more valuable than that?”

BY PEGGY CAROTHERS

• To learn more about how restaurants and data providers can work with LinkWear, visit [JTECH.com/LinkWear](https://JTECH.com/LinkWear) •



# LINK GUESTS, TASKS AND DATA TO YOUR STAFF

with



## LINK GUESTS TO STAFF

"Table 7 Needs Service"  
"Table 12 Requests Check"  
"Table 8 Requests Manager"

## LINK TASKS TO STAFF

"Wipe Down Front Doors"  
"Check Bathrooms"  
"Take Staff Temperature"

## LINK STAFF TO STAFF

"Table 6 Order Up"  
"86 Filet"  
"Take Break Now"

## LINK DATA TO STAFF

"Chris is OT in 15 min"  
"Mobile Order Received"  
"No Sale at Bar"



Improve your team's efficiency, speed of service and table-turns while delighting guests. The only wearable that delivers staff-to-staff, guest-to-staff, and device-to-staff communications.

Connect your staff with LinkWear smartbands.

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