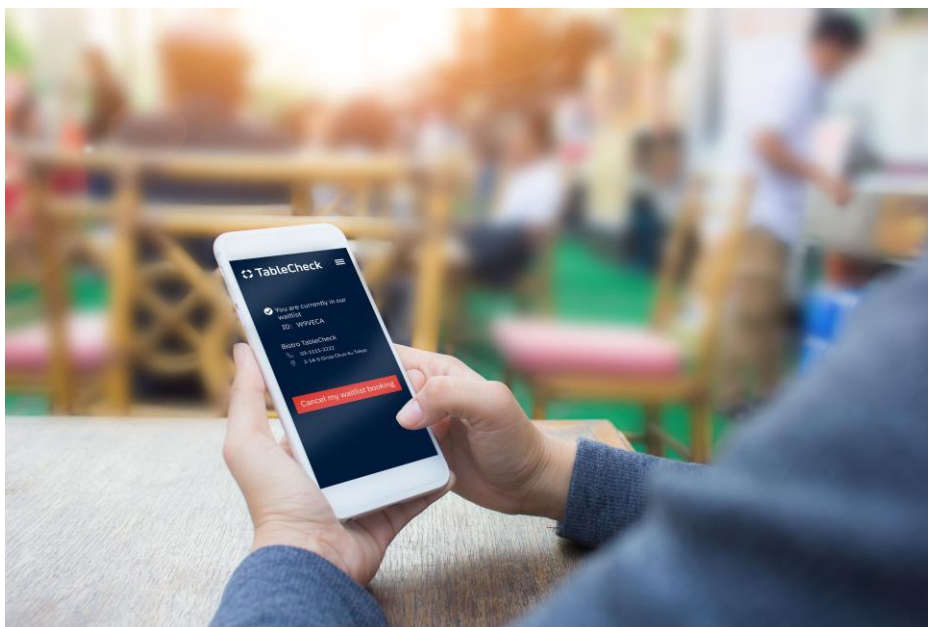


## Multilingual solution for restaurant Waitlist management

### Brand New Feature: Waitlist in 18 languages

Tokyo, Japan (March 25, 2020) – TableCheck is announcing the release of newest feature which reduces the task load of restaurants when managing waitlists. As a developer of a restaurant and customer management software, TableCheck has been providing services in over 25 countries around the world and this newly released feature will be available in 18 different languages.



### Benefits of using the Waitlist

- ✓ **No need for calls! Simple SMS notifications for customers on the waitlist**
- ✓ **Collect valuable walk-in data**
- ✓ **Available in 18 different languages**

By utilizing SMS notifications\*<sup>1</sup> which can be translated into 18 different languages, this feature helps mediate complicated tasks that lead to effective queue management. For restaurants facing the mentioned challenges below, this feature will help reduce the workload of consecutive phone calls being made to the waitlist and allow restaurants to communicate to diners from different countries from the supported languages.

#### - Examples of Challenges faced by Restaurants

- Calling customers on waiting list manually for seat availability and following up
- Experiencing language barriers when accommodating foreign guests on waiting lists
- Frequently mismanaging the waitlist from handwritten lists

The Waitlist function is linked with TableSolution and it will allow restaurants to easily manage and store walk-in customer contact information. This centralized data management solution collects and provides useful information for efficient operations. Without any need to install any terminals while paying prices\*<sup>2</sup>, restaurants can minimize cost and manage tables more effectively.

\* 1 Depending on communication settings, mobile phones contracted overseas may not be able to receive SMS notifications.

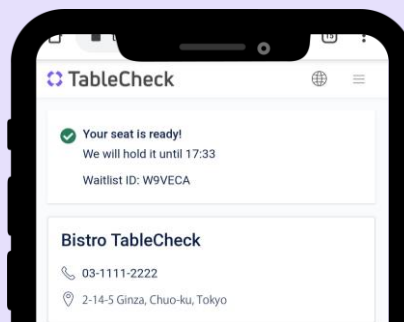
\* 2 Using TableSolution requires a separate initial fee. Contact us for more information.

## — Fulfilling Needs with Waitlist —

**No more calling customers on the Waitlist**

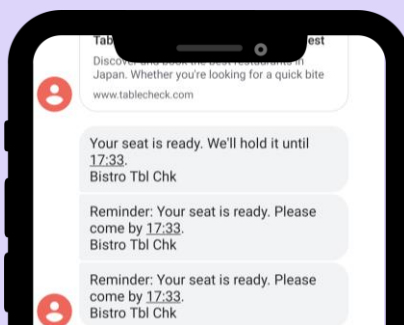
No need for calls. saving time & effort.

Tap on the Waitlist a few times to page and trigger SMS notifications when tables have opened up.

**Fully automated reminders**

Automatically send messages from the second notification.

Send out automated reminders to the present interval & number of messages until the customer arrives. Exceeding the time limit for arrival will result in automatic cancellation notice as well as the table being released back into the inventory.

**Available in 18 different languages**

Provide assistance to foreign customers in their language.

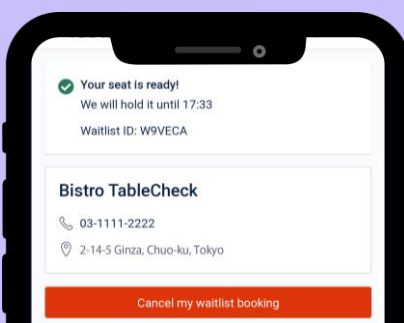
- Available Languages -

Japanese, English, Korean, Traditional Chinese, Simplified Chinese, German, Spanish, French, Italian, Russian, Portuguese, Indonesian, Thai, Vietnamese, Malay, Filipino, Lao and Arabic

**One-click cancellation**

Prevent diners from forgetting to cancel their waitlist.

Diners can cancel reservation through a single click process when they chosen to dine at another restaurant.



## — When we'd recommend you use our Waitlist feature —



We expect the effectiveness of this feature will be maximized in restaurants with these characteristics.

- Beach houses & beach clubs
- Restaurants with a high rate of walk-in customer
- Popular restaurants with endless queues

**- Company Profile -**

TableCheck is a growing hospitality tech company based in Japan whose mission is “Dining connected: Bridging the gap between restaurants around the world with their customers”.

The company positions its product as a rendezvous point that brings restaurants and customers around the world together and leverages technology to deliver next-generation hospitality. As of March 2020, TableCheck fosters a culture of diversity, with team members from 18 different countries, standardized English as the official company language, and has taken leadership in the market as an innovator of the hospitality industry. Its growth as a business has extended beyond Japan into the global market. Its clients include high-end restaurants, well-known F&B groups, major global hotel chains, and Michelin-starred properties.

- **Company Name** : **TableCheck Inc.**
- **Corporate Website** : **<https://corp.tablecheck.com/>**
- **Founded** : **March 11, 2011**
- **Capital** : **JPY 100 million (Cumulative paid in capital JPY 1,065 million)**
- **Business Description** : **Development and provision of the cloud-based restaurant-management-system “TableSolution” and the online restaurant reservation service “TableCheck”**
- **Offices** : **9 - Tokyo (head office), Osaka, Fukuoka, South Korea, Singapore, Indonesia, Thailand, Australia, UAE)**

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