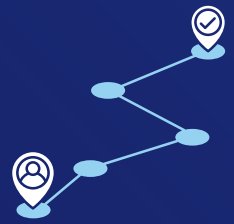
GLORY

SOLUTIONS TO TRANSFORM RESTAURANTS

The restaurant industry is famously, **or perhaps infamously**, one of the most challenging fields of business.

TO FIND SUCCESS IN THIS INDUSTRY – WHETHER YOU ARE A SINGLE UNIT OWNER, A FRANCHISEE, OR A GLOBAL MULTI-NATIONAL WITH THOUSANDS OF SITES – REQUIRES THE SAME THINGS ON THE GROUND:

A fantastic product



An exceptional customer journey

A tightly-run, efficient operation

Let's assume you already have the foundation – a great product. But when it comes to creating a stand-out experience and running your operation at peak performance, challenges abound, margins are razor-thin, and customer expectations are constantly evolving. There is always room to improve.

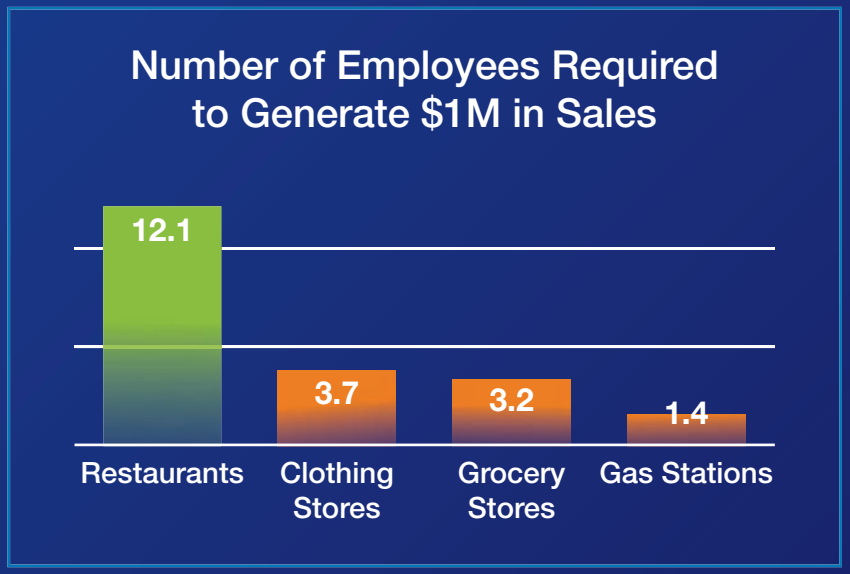
The right solutions in every part of your operation, from the front counter to the drive-thru to the back office, can make a powerful impact – both giving you breathing space on your bottom line, and helping you create a truly compelling customer journey.

Industry Challenges

There are good reasons that the restaurant industry is a hard place to succeed.

One challenge is that hospitality is inherently a “people business” and therefore extremely labour intensive. This is demonstrated in surveys that show recruitment and labour costs are both consistently in the top five challenges facing restaurants.

This is key, because as you can see, restaurants require 3 to 4 times more employees than other industries to generate the same sales.



Source: *National Restaurant Association, 2024*

Another challenge is meeting **rapidly evolving customer expectations**

People are more and more used to accessing anything they want, at the time they want, in the way they want it. The pressure for physical locations to live up to the speed and convenience of the digital world is immense.

Restaurants are having to revolutionise their operations in order to manage the ever-multiplying variety of sales channels, communication channels, and payment and delivery options that customers expect today.

How we can **help**

To create the kind of efficiency a modern restaurant operation requires, you need the right tools.

Tools that will relieve pressure on staffing, freeing them up for higher value tasks and maintaining service in the face of labour shortage. Tools that can create a frictionless customer journey that seamlessly brings together the best of the digital world with that irreplaceable human touch. Tools that can reduce your costs and expand your margins to achieve profitability.

Glory, along with our subsidiary company ACRELEC, provide a full spectrum of restaurant solutions that will impact every part of your business:

Improve your Customer Experience

Increase Efficiency & Reduce Costs

Enhance Security

Improving the **Customer Experience**

Improving the **Customer Experience**

An exceptional and memorable customer experience is the cornerstone of any restaurant business.

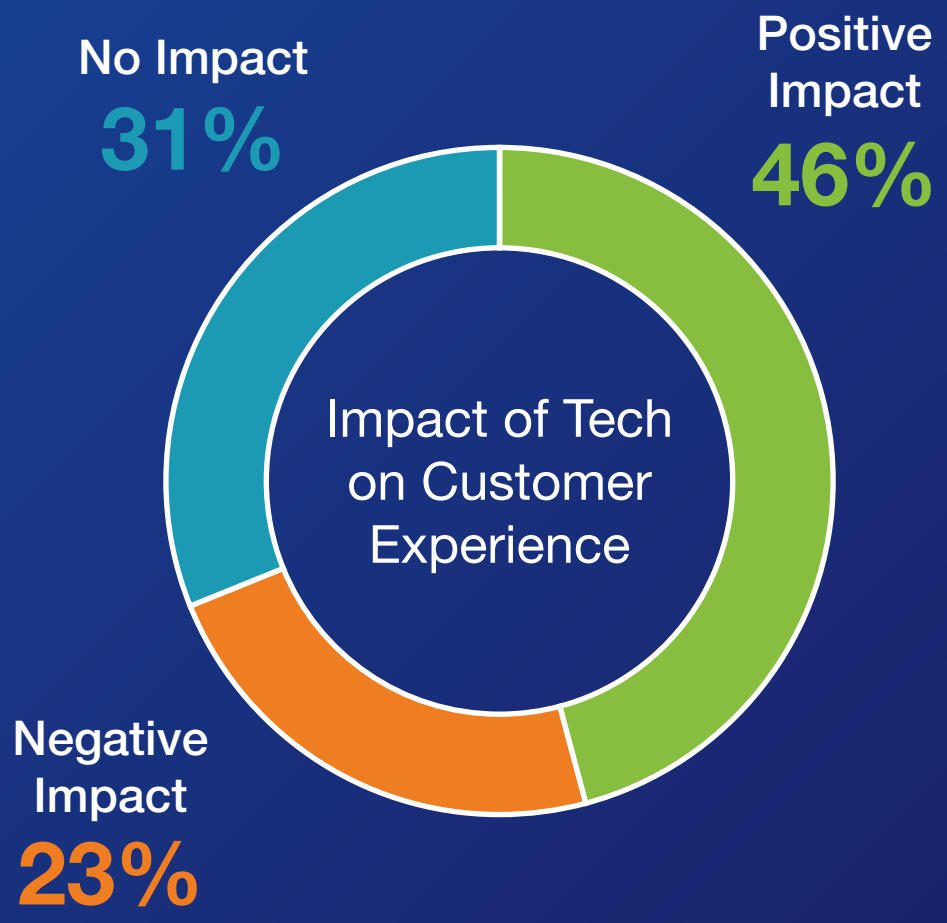
Customers can be fickle. Especially today, when there are so many options available and access is so easy. To win loyalty, you need to provide convenience, quality, and, above all, excellent service.

Many think that automation is the anithesis of great service. However, experience and research both say differently (see graphic). Customers are more ready than ever to embrace tech solutions in the customer journey – as long as those solutions make sense.

When automation is implemented thoughtfully it can provide a more consistent and convenient customer experience. It can also free up your staff from simple repetitive jobs so that they are more available to focus on the customer.

Let's look at some solutions that can help you do that.

Customers are Ready to Embrace Full-Service Tech



Source: *National Restaurant Association, 2024*

Improving the **Customer Experience**

KIOSKS

Kiosks bring an array of benefits to the customer experience, and research shows that today's customers overwhelmingly prefer to have the choice of self-service ordering.

Glory offers a range to fit any space, from floor-standing to wall-mounted to counter-top options, and can integrate cash payments so that every customer can pay how they prefer.

Faster Service

Speed and convenience are key for many customers, and providing more order points means faster service.

Smaller Queues

Long queues turn customers away. Kiosks distribute customers across the floorspace.

Personalised Recommendations

Kiosks allow app integration and personalised recommendations based on purchase history.

Reduced Social Pressure

Kiosks provide privacy and time for customers to review the options they want, leading to higher sales.

Easy Customisation

Customers often feel awkward asking for customisations to their order. Kiosks allow customers to easily get exactly what they want.

Improving the **Customer Experience**

POS CASH AUTOMATION

Give every customer the payment experience they prefer by integrating cash automation at your POS with Glory's CASHINFINITY™ series. Whether at the counter or integrated with your kiosks, our cash recyclers can speed up service, eliminate errors, improve hygiene, and ensure no customer is left behind.

Improved hygiene

No manual cash handling, so no more worries about staff forgetting to wash their hands between tasks.

Eliminate errors

No more errors with your cash transactions means happier customers.

Faster service

Automating cash payments speeds up service and reduces wait times.

TABLE SERVICE

Create memorable and efficient dine-in experiences with ACRELEC Table Service – the quickest and easiest way to elevate your dining experience.

With Bluetooth technology for accuracy and behind-the-scenes monitors for the crew, it has never been easier to provide outstanding service.

Higher service level

Customers get to relax at their table while they wait.

Better experience

Better queue management means a clearer lobby and serving area.

Improving the **Customer Experience**

SOFTWARE SOLUTIONS

DOT by acrelec

Advanced Kiosk Software

BETTER NAVIGATION, UNRIVALLED SPEED

With its unrivalled kiosk speed, smart product recommendations, and highly customisable interface, DOTXIX is proven to deliver a higher average check and increased customer satisfaction.

OPTIMIZE by acrelec

AI-POWERED PERSONALISATION

Customise each customer's journey with data-driven product suggestions that are proven to increase average check, reduce order time, and improve the customer experience.

AUDIO

Revolutionise your drive-thru with razor sharp communication. OrderMatic provides the highest quality sound to facilitate seamless interactions between your customers and crew.

Crystal clear communications ensure accuracy and smooth operations, while digital encoding unlocks possibilities for voice ordering and AI compatibility.

Improved order accuracy

2x audio bandwidth and 20% more intelligibility compared to traditional systems. 92% better performance in capturing the customer's voice for speech to text processing.

Better experience

Every 10 second reduction in average service time equates to a 3.3% increase in vehicle count, resulting in a 4.4% increase in sales.

Increased Efficiency & Cost Reduction

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CASH AUTOMATION

Automate all of your cash processes from the front counter to the back office with Glory's CASHINFINITY range, allowing you to reconcile tills, create floats and prepare deposits at the touch of a button.

Save staff time

Take all of the work out of cash handling and save a huge amount of staff time every week.

Eliminate errors

No more counting and double counting to find the source of imbalances.

Q-TIMER

QTimer® 2.0 accelerates through-put efficiency and reduces bottlenecks, helping your customers get their favourite food quickly, and making your drive-thru their first choice when looking for a quick meal.

Simple and fun, our gamification technology also motivates the crew, allowing you to focus on what matters the most: the customer.

Increase drive-thru through-put

Up to 30 seconds gained in service times.

Improve staff performance

The EnGage Performance Board inspires competition between locations through a unique gamification feature.

Increase sales

Every 10 second reduction in average service time equates to a 3.3% increase in vehicle count, resulting in a 4.4% increase in sales.

Increased Efficiency & Cost Reduction

DOUBLE-CHECK

Double-Check harnesses the power of AI technology and the precision of a scale to ensure your customers get exactly what they ordered without adding friction to your processes. Improve accuracy and expand delivery capacities by verifying bag content in under a second. Directly integrates with top third-party delivery apps for instant feedback on customer disputes, creating immediate impact & ROI.

Improve order accuracy

40% reduction of bagging mistakes. Reduces home delivery refunds by 48%.

Speed of service

Orders checked in under 1 second.

KIOSKS

Self-service kiosks are already bringing efficiency to restaurants all over the world. By giving customers the choice to execute their own orders, staff are free to focus on higher value tasks, such as assisting customers and maintaining the store environment.

Lower labour

With many restaurants struggling to find and keep good staff, kiosks help maintain service levels with a smaller crew.

Increase through-put

By creating more service points you keep your lines moving smoothly and increase through-put.

Effective upselling

Create more space on your bottom line with consistent and effective upselling.

Increased Efficiency
& Cost Reduction

ACS & DIGITAL SIGNAGE

Digital Menu Boards offer a unique and personalised experience for every customer by providing content specific to their ordering journey, driving higher sales and increased brand loyalty.

With ACRELEC Creative Studio (ACS) you can conveniently manage your digital menu boards, marketing campaigns, and live streams on one or thousands of outdoor and indoor screens – in any location or language – with just one platform.

Improve order time

Save time in your drive-thru with effective order display.

Customer messaging

Take complete control of your messaging across all of your menu boards.

Save time changing signage

Stop wasting time changing and updating individual signs.

ACRELEC TRANSFORMATION PLATFORM (ATP)

Remote-manage your entire kiosk fleet

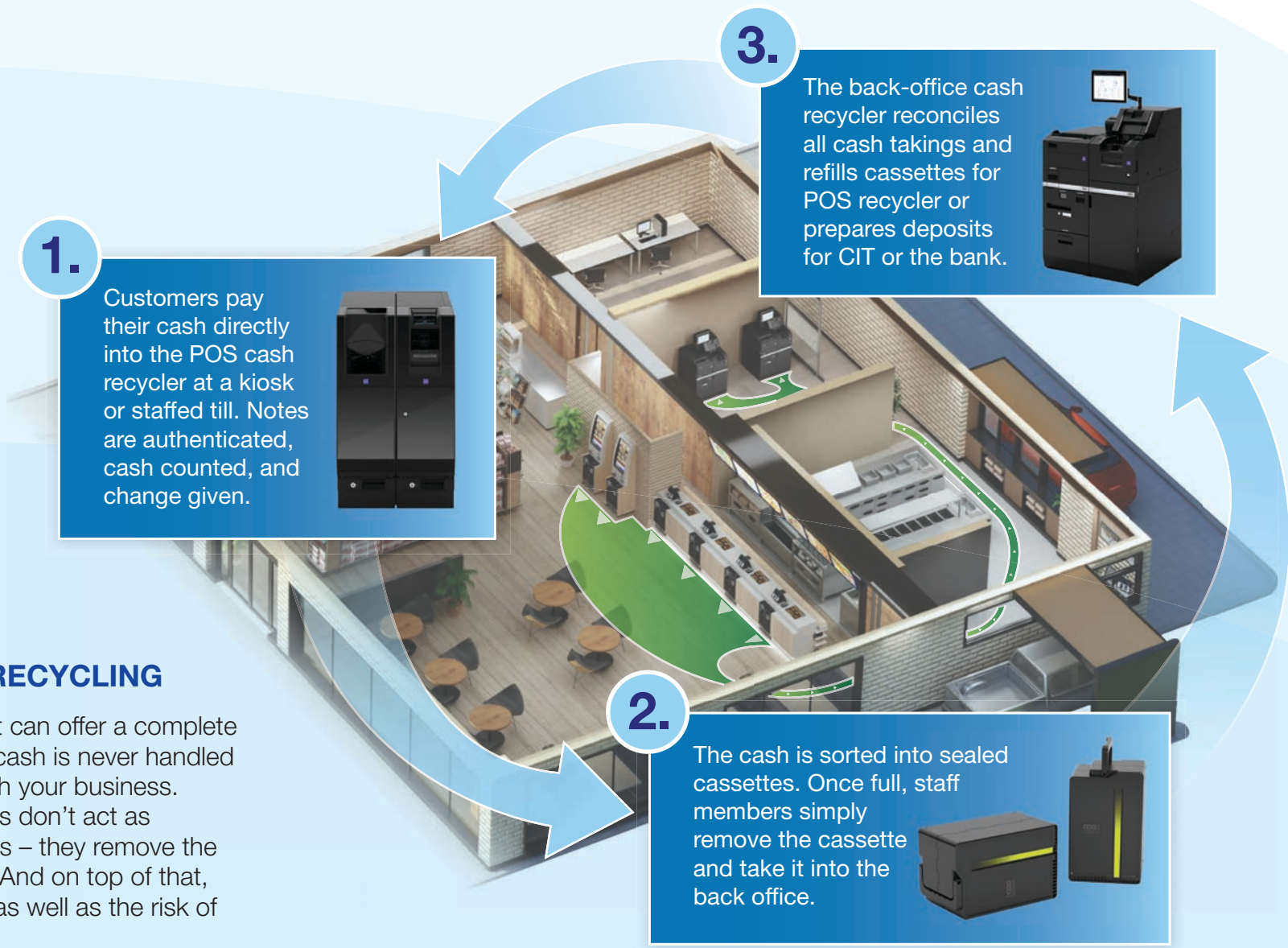
Our cloud-based deployment tool, ATP, can deploy apps for integration with all major POS providers. We enable hardware and software for both ACRELEC and third-party applications and effortlessly manage your device fleet remotely.

Solve issues in advance

We monitor hardware, peripherals and software operations so we can send alerts before you even realise there's an issue.

Enhanced **Security**

Enhanced **Security**



CLOSED LOOP CASH RECYCLING

Glory is the only company that can offer a complete closed loop system, in which cash is never handled manually on its journey through your business. Glory's cash recycling solutions don't act as surveillance on your employees – they remove the temptation of theft altogether. And on top of that, errors are virtually eliminated, as well as the risk of accepting counterfeit notes.

The restaurant industry is not an easy place to succeed.

But the right solutions in-store can help drive your business forward.

GLORY's broad range of restaurant solutions stretch from the back-office to the drive-thru, from the kitchen to the dining room. They simplify your operation behind the scenes and make it more efficient. They give your staff less headaches and more space to do their job well. They make ordering and payment quicker and more flexible for your customers, whether it's in the drive-thru, at a kiosk, or at the counter.

Get in touch today to discover how our solutions can transform your restaurant operation.

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