![flipdish]

Seamless digital experiences for the hospitality industry

Mobile Apps | Websites | QR Code Order & Pay | Kiosks | Marketing | Loyalty

Flipdish is the end-to-end full stack product suite for all hotel needs

Multi channel ordering solutions

Websites - the digital shopfront

Mobile apps

Self serve kiosks

QR Code Order & Pay

Engagement and loyalty solutions

Loyalty campaigns

Retention campaigns

Gift cards

Automation, analytics and payment

Automated cross-sells and upsells

Built-in analytics and reporting

Order throttling and strong self-service tools

Extensive support for local and global payments

KILLARNEY
PLAZA
HOTEL

SSH
SHANNON
SPRINGS HOTEL
★ ★ ★ ★

ZANZIBAR
LOCKE

ARMADA
Hotel

SCHOLARS
TOWNHOUSE HOTEL

NOVOTEL
HOTELS & RESORTS

flipdish.com

Custom Branded Websites

Bespoke branded websites where guests can delight in a food & beverage ordering experience that blends the physical with the digital

Provide an **online ordering experience** that is seamless, intuitive and **encourages spend**

Leverage customer data, reporting and analytics to grow your business

Our **Open API** allows for custom front ends to be built on a corporate, regional, and property basis

On and off premise solutions manages all digital F&B operations from one central portal, simplifying the process of menu management, reporting, and reconciliation

"
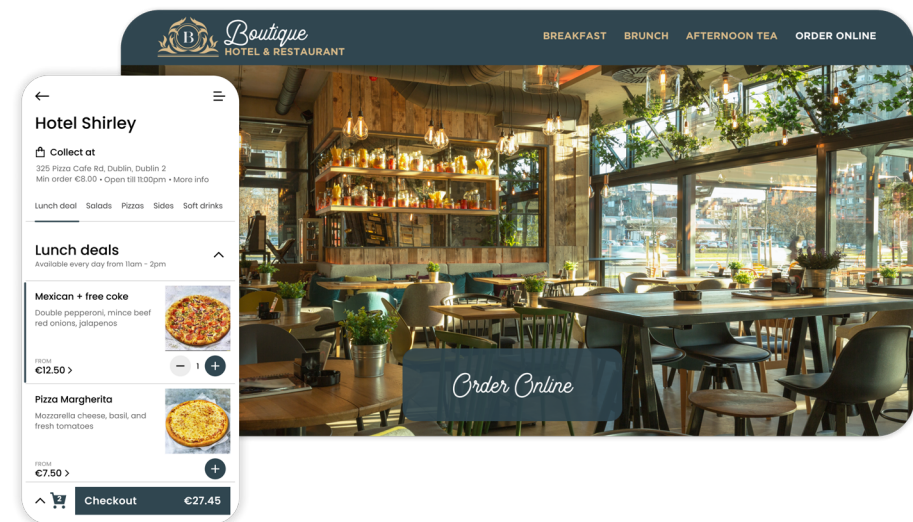
Guests have the convenience of ordering directly from the Gourmet Bar menu on their own mobile device. The data shows that of orders in the first six months,

90%

were done online via the website or app and 10% over the phone. Our hotel guests want to order online.

"

Christophe Vantyghem
Novotel Charleroi Center Hotel

NOVOTEL
HOTELS & RESORTS

Having your own branded app means increased orders with

3 x

higher conversion rates compared to mobile sites

Branded Apps

A branded ordering experience that lives right in your guests pocket

Communicate with your guests directly through your app, highlighting your latest offers and menu updates.

Own the relationship with your customer and **control your brand**.

Provide an engaging food & beverage ordering experience with images, categories, upsells & add-ons.

QR Code Order & Pay

Expand the digital ordering experience across your property from room service to traditional dine-in

Increase ancillary spend
30% increase in average order value with
QR Code Order & Pay

Inuitive menu management
Easily manage, edit, and update your menu
within the Flipdish portal

Improve guest experience
Remove time costly administrative tasks and allow your staff
to focus on creating brilliant guest experiences

Utilise for a range of use cases
Room service, dine in, property delivery (poolside), pickup/
grab 'n go.

Seamless POS integration
Our system easily integrates with all major
POS providers

"
Flipdish has really worked for us in the business. It's been groundbreaking for me. We get more customers, spending more, and turnover has gone up.
We were up

80%,

which is quite a
colossal amount.
"

David Robertson
Owner,
Beaumont Arms
Huddersfield, UK
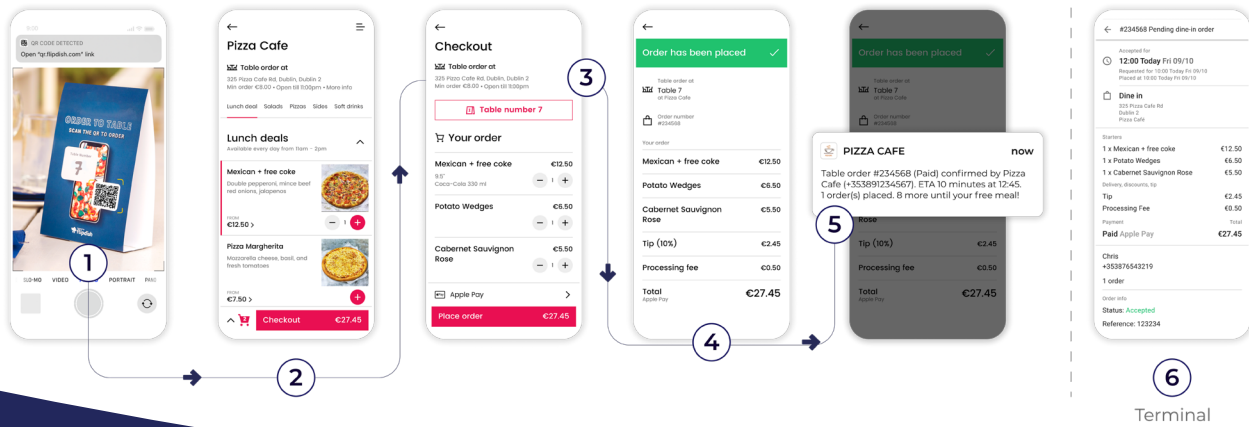
Self-Service Kiosks

Reduce guest and customer wait times while increasing average order size

Kiosks come in a **range of sizes** and forms to suit
every hotel & business space

Deliver to room, grab and go, or order ancillary items (towels, toiletries etc)

Increase basket size with upsells, add ons and
engaging images on your menu

Customers who use a
self-service kiosk
spend on average

30%

more per order

Drive guest engagement with automated marketing campaigns

Build guest loyalty
Reward customers who order regularly.

Retain guests
Bring back lapsed or lapsing customers.

Phone marketing
Convert phone calls into profitable online orders.

SMS marketing
Build SMS campaigns.

Offer discounts
Send automated incentives easily.

Ordering via social media
Allow guests to order via Instagram.

Campaigns

♥ 40% Off After 10 Orders	Redeemed	3/100
♥ Free Meal After 10 Orders	Redeemed	78/100

New Campaign

Enable campaign	
Stores	∨
Free voucher after	4 orders
Automatically apply to orders	
Type of reward	● free meal
	○ % off
	Create

☕ **SHIRLEY HOTEL**   now

Make yours a venti and we'll throw in a complimentary freshly baked croissant.

Event Management
Flexible, adaptable, configurable menus – any event made easy

Custom site & menu for any occasion
Perfect for weddings, corporate events, group days and more

Intuitive menu management
Create new menu with specific menu items based on event needs & requirements

Stock forecasting
Improve food & beverage order management with precise pre-ordering

Link sharing & custom code embeds
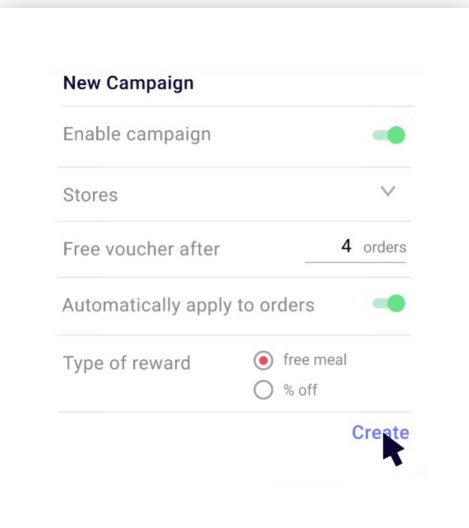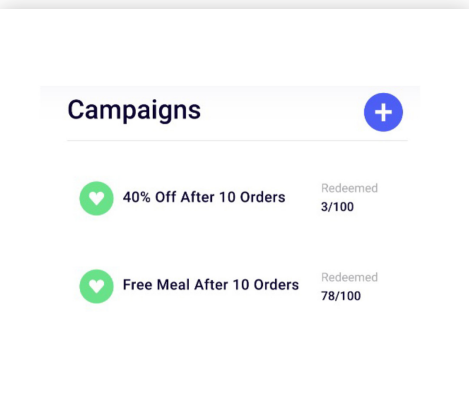Provide event organisers with private link or custom code to embed on their own platforms

Seamless POS integration
Easily integrates with all major POS providers

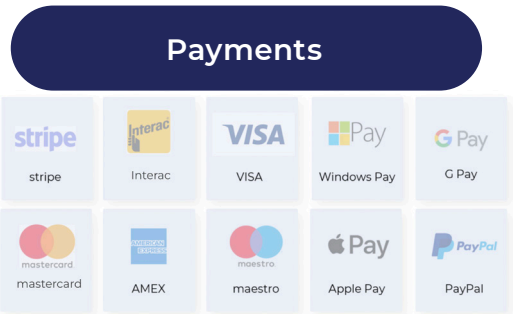# State-of-the-art integrations maximise flexibility

Open and extensible API that provides integrations access to manage all elements of your digital operations on the Flipdish platform to **increase operational efficiency**

Our developer portal and API documentation are used by clients and 3rd parties to **create value add integrations on the Flipdish platform** as well as custom/bespoke ordering solutions using all the core features offered by Flipdish

Dedicated technical and client facing integration teams that **build, manage and improve existing integrations** for all clients.

We offer an ever expanding range of off-the-shelf solutions for last mile **delivery services**, **point of sale connectivity, middleware, voucher** and other solutions - all integrated via our **extensive APIs**

Extensive support for **global and local payment options**

Point of sale software

Lightspeed	Oracle micros	Par Pixel	Captiva	Talech Talech POS	Xenial POS	Rezku POS	Bevo POS
NCR Aloha	Dinerware	Heartland XPIENT Heartland	Maitre'D POS	iTab POS	Sunami POS	Bridge POS	Foodics POS
Toast POS	SpotOn POS	Clover POS	Speedline POS				

Delivery

WeBringg	stuart	orkestro	getswift	Gigable	Justfetchit	Toad
Drive	Ecorunners	Doorhub	Glovo	Max	Vromo	Ziticity

Payments

stripe	Interac	VISA	Windows Pay	G Pay
mastercard	AMEX	maestro	Apple Pay	PayPal

Marketing

twilio	facebook	Google Analytics	INTERCOM

We are fully committed to the success our customers

The Flipdish team is always behind you: working hard to deliver success

Dedicated account managers located in country - they will know your brand, your goals, your product needs and they will be personally accountable for your success.

Round the clock customer support that meet and exceed strict SLAs, which includes **on-call technical support** to ensure that any product issues are dealt with expeditiously.

15 second SLA for phone

90 minutes SLA for email

85% first time resolution

Escalation SLA- **24 hour response**

Menu support- updates & full menu mapping

7 languages supported

16 Countries with customer success leads

flipdish

Book a demo with us

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flipdish.com