

## TriniTEQ Company Overview

In 1997, Keith Caiacob, Brian Brayshaw and James Vote established TriniTEQ Ltd in Perth, Australia. The company's original charter was to manage the distribution rights of the Uniwell Corporation's range of electronic cash terminals and associated software. In 1998, inspired by advancing trends within other markets, they commenced research and development into related point of sale (POS) products.

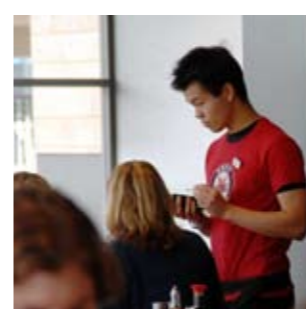
Initially TriniTEQ focused on the development of the hand held ordering solution, WaiterPAD. The result was a uniquely designed hand held solution, in terms of both software and hardware, for the hospitality industry. In 1999, TriniTEQ's first WaiterPAD hand held solution was successfully deployed into Matsuri restaurant in Perth CBD.

The development of the first advanced hand held POS solution positioned TriniTEQ as an innovator in the hospitality industry. It was not long before TriniTEQ started receiving international recognition for the product.

Today, TriniTEQ has installations throughout 17 countries and over 5,500 hand helds globally deployed. With international offices in the USA, UK and a dealer network throughout Europe, Asia and North America, TriniTEQ is now a recognized leader in the field of hand held POS technology.

TriniTEQ continues investing in research and development to set and maintain industry standards. We will carry on providing innovation that delivers improved operation efficiency, customer satisfaction and increased revenue.

# waiter PAD



# WaiterPAD has been designed for the hospitality industry.



WaiterPAD is the revolutionary hand held ordering solution that can withstand any hospitality environment. With easy to read colour screens, weighing less than 300 grams and a battery life of up to 30 hours, WaiterPAD is robust and reliable.

## Advanced Features

WaiterPAD has a number of advanced features that will improve and help your business grow. It can also reduce your outgoings and increase financial turnover. WaiterPAD can:

- Ensure that costly mistakes are avoided by prompting staff to read an order back to the customer before sending it to the kitchen or bar.
- Increase profit with order prompting and suggestive selling. WaiterPAD can even store custom notes about each dish and recommend an accompanying wine or side dish.
- Provide a more personalised service with the ability to apply custom notes to each item ordered.
- Have staff trained in 5 minutes and ready for the floor.
- Give automatic product countdown.
- Adapt to suit the needs of your venue.
- Control up to 99 WaiterPAD hand holds.
- Ensure every item that is delivered to a table appears on the customer's bill.
- Automatically split orders to the appropriate preparation printers, printing each order clearly and concisely.

## Why does WaiterPAD work so effectively?

High powered microwaves, stainless steel areas, mobile phones and wireless laptops are all a part of a typical hospitality environment. TriniTEQ has found that these factors may interfere with hand held ordering systems that use standard wireless technology.

With this in mind, TriniTEQ has developed proprietary technology that enables WaiterPAD to use radio frequency (RF). This ensures no dropouts from interference, longer battery life and greater reliability. It also allows WaiterPAD hand holds to cover considerable distances and transmit through solid objects.

Another limitation with standard wireless solutions are that they do not function when there is no connection with the network, for example, if there is a black spot area or the hand held is out of range. Due to its advanced technology, WaiterPAD can still be used and orders can be taken. The order is simply stored on the WaiterPAD and transmitted by the wait staff when they are back in range.

**waiter**  
**PAD**

## Improved Customer Service

To eliminate the need for wait staff to leave their service area, WaiterPAD sends the order directly to the appropriate printer. This ensures that wait staff are attending to your customers every need and orders are being dealt with efficiently.

WaiterPAD can reduce the level of detailed menu knowledge required by wait staff. This is because WaiterPAD prompts wait staff through complex order options or set menus. WaiterPAD can provide detailed notes on each product such as ingredient details. This can reduce the time and expense of training your staff on the contents of each dish. With WaiterPAD's custom message facility, problems with changes to menu items can be a thing of the past. Wait staff can simply type in the requested change, which is sent to the kitchen with the order.

WaiterPAD also has a full screen order review so wait staff can read the order back to the customer before sending it to the kitchen. This decreases any order errors or changes that may occur.



## Increased profitability



WaiterPAD can provide your business with substantial savings in labour, food wastage and staff training. It is designed to grow your business with greater cost savings and improved operation effectiveness. Costly mistakes can also be avoided with WaiterPAD by replacing hand written orders that may be illegible.

WaiterPAD can increase add-on sales and enhance suggestive selling by prompting wait staff with items to recommend and up sell. With the ability to use staff more efficiently, you can decrease the number of floor staff, thereby reducing your labour costs. This can also ensure greater returns without the need to employ and train more staff.

WaiterPAD can increase table turnover through faster ordering and delivery. Ordered items will appear immediately on the bill, ensuring that nothing is overlooked on the customer's bill.

## Advanced security

With any wireless solution, security is an important consideration. Because the WaiterPAD's frequency, format and encryption is different to standard wireless technology, computer hackers are unable to log into the WaiterPAD system.

An additional security feature is that WaiterPAD is not continually transmitting or receiving information. It only transmits short encrypted messages when an order is sent. This not only adds to the reliability of the WaiterPAD solution but increases the level of security within the device.

WaiterPAD also uses TriniTEQ's proprietary Network Controller instead of a standard PC server. This unique device controls all of the RF transmission and other aspects within the system. This allows the system to operate independently and does not rely on a single terminal or server to maintain it. Therefore you will always be able to operate, even if your POS terminal is not working.



## Complete POS solutions tailored to your business



TriniTEQ can offer a perfect solution to the logistics of operating a busy venue. WaiterPAD and WaiterPOS have been designed to work together to give your business a complete POS system. WaiterPOS displays a table plan where wait staff assign a customer to a table. The customer's orders are taken using WaiterPAD, prompting the wait staff throughout the order. The wait staff confirm that the order is correct and then transmits it to the appropriate printer. At the same time the customer's bill is updated on WaiterPOS.

Additional items such as desserts and coffees can be ordered at a later time. Again WaiterPAD updates WaiterPOS each time additional items are ordered, ensuring that the customer's bill is always up to date. When the customer has finished their meal the

wait staff request the bill to be printed from the WaiterPAD. The receipt is then printed at the receipt printer via the WaiterPOS touchscreen terminal for customer payment.