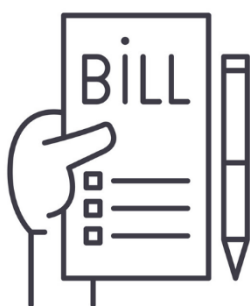




All you need to know about OAT

The trend is hotter than ever - and because we like it HOT at Nando's we're joining in! Supplementing our traditional ways of service, we will now have an option for our Guests to order at the table – or as we say, OAT. This new style of service was planted in our UK Restaurants and from it grew many great successes.

Here is what we have found so far in the U.S.



- 1) Our Guests feel safe and comfortable dining with us. As we strive to raise the bar on our health and safety standards, we are minimizing touch points more than ever with this new, contactless way to order.
- 2) Check averages are flying higher. After all, who can say no to our mouthwatering Garlic Sticks, or our savory Naughty Natas when their pictures are staring you in the face?!
- 3) You guessed it, with higher check averages also comes higher tips for our hard working Nandocas.

Like anything shiny, OAT does not come with perfection. There are a few watch outs and best practices we would like to pass on to ensure your greatest successes.

Since the Guest will be sitting first, staring at their phones wondering which delightful item to choose from, placing their order, passing their phone for their friends to place their orders and then completing payment – all BEFORE their ticket even makes it to the kitchen – table turn times are longer than we are used to.

Here is what you can do:

- ▶ Educate your Guests upon their arrival.
- ▶ Pass out menus to large parties so each Guest can begin to make their decisions while the phone is getting passed around the table.
- ▶ Maintain heightened awareness of Guests' body language anticipating their needs in advance.
- ▶ Offer help if a Guest looks dazed and confused or if they appear to be becoming agitated.
- ▶ Increase your sense of urgency when running food and bussing tables to turn tables as quick as you can.

Beverage checks will still print at Cash, yet they will be missing the table number for the order.

Here's what you can do:

- ▶ Connect the dots! Each Restaurant will be receiving a new, Expo tablet, to help you do this.
- ▶ Keep the tablet at Cash.
- ▶ Match the Guest's name and drink order printed with that on the tablet and look for the table number.
- ▶ If you do not see the Guest's order, don't sweat it. Simply click on "past orders" because it might have already moved there.

We will now be introducing tray service to run drinks to the tables. You heard us right! It's time to get your balance on!

Here's what you can do:

- ▶ Don't swing it, spin it, or toss it in the air – it should never be a distraction or a potential hazard.
- ▶ Don't put it under your arm – keep it in your hands.
- ▶ Don't show-off, even though we know you will want to! Carry the tray in your not so dominant hand so you can stabilize it with your strong one. Still feeling shaky? There's nothing wrong with a 2-hand carry!
- ▶ Never overfill the tray - only carry what you can handle. Better to be safe than soaking!
- ▶ No passing trays. If you pick it up, you run it.
- ▶ Know your spatial awareness – you take up a lot more space when you are carrying a tray.
- ▶ Caution! The tray will lose balance when you ask the Guests to grab their drinks. Hold on tight with 2 hands and ask them to do so one at a time. When in doubt, play it safe and set the tray on the table.
- ▶ Yes, you still need to see IDs for alcohol, but don't let go of your tray. Politely ask your Guest to set their ID on the table for you to take a good look.
- ▶ Keep it clean! No dirties on a clean tray and no clean items on a dirty tray. Sanitize every tray after every use or simply send it back to Dish. No exceptions here!

Educating our Guests will take time. Patience is key. You can best provide a great ex-**PERi**-ence to each and every one of our Guests by preparing yourself to answer any question that comes your way.

Review our list of FAQs to get a head start:

Q: How does it work?

A: *"It's really quite simple! Scan the QR code from your phone by opening your camera. View pictures and descriptions of all our menu items from our online website. Select your favorites, enter your table number, process your payment method, and place your order. We will do the rest!"*



Q: How do I know what my table number is?

A: *"Your table number is (state their table number) also found here on the caddy as well as our Cockerel Stick."*

Q: Can I pay with cash?

A: *"If you would like to pay with cash today, please join our queue line and order at the register where we will be able to accept your cash payment and provide you with change."*

Q: Can I pay with a Gift Card?

A: *"Yes of course you can! You can pay with a Gift Card, a credit/debit card or any combination of the two!"*

Q: Can I use my Nando's rewards?

A: *"You certainly can. Simply log in to our website with your username and password to retrieve them on today's visit."*

Q: Can I use the BOGO (or another offer) I received on my last visit?

A: *"Thank you for coming back to use your BOGO! Please join our queue line and order at the register where we will be able to process your promo for you today."*

Q: Can we split our payments at the end?

A: *"Unfortunately, our online platform does not offer that feature, but we have two options that will work for you instead. You can join our queue line and order at the register where they will be able to separate the checks for you or you can order individually from your table through OAT."*

Q: We have a large party. Do we have to place our orders together or can we use our own phones?

A: *"You can do either! Order together will ensure your food arrives at the same time. Placing your orders separately will speed the process up. We will do the best we can to bring your food out at the same time."*

Q: I ordered a starter, why is it taking so long?

A: *"I am happy to go check on that for you right away!" (Be aware - starters will appear on the same ticket as main meals.)*

Q: I am trying to order a Blue Moon draft. Why don't I see the option?

A: *"Oh you would like a draft beer? We can get that for you. OAT shares the same website as our deliver and To-Go orders, so we do not have them listed online. Please join our queue line and order at the register where we will be happy to pour you a cold one with a fresh orange on the side!"*

Q: Do I have to create an account online?

A: *"No, not at all! You have the option to check out as a guest. If you do create an account, however, your information will be stored and expediate your future visits!"*

Q: Can I order through the APP instead of with the QR code?

A: *"No, you should use the QR code if you are dining in with us today. These are currently separate ordering platforms."*

Q: I just sent my order through, but I think I may have selected the wrong item.

A: *"I can check on that right away. What item did you wish to order?" (Confirm the Guest's order is accurate. If they made a mistake – honor their request. Get your manager involved to issue a refund when necessary and further assist the Guest.)*

Q: I accidentally entered the wrong table number. Will I still get my food?

A: *"Oh, that's quite an easy fix for us. I'll go let the kitchen know right away."*