

Lucent Technologies
Bell Labs Innovations



PARTNER[®] **Communications** **Solutions for Restaurants**

Using Your Telephone System to Enhance
Efficiency and Customer Satisfaction





Imagine.

Imagine a restaurant where the telephones actually help staff serve customers more efficiently and with maximum personalized attention . . . where all customer and supplier calls get to the right person quickly and efficiently, any time of the day or night . . . and where communication is always reliable and cost-effective . . .

Now make it happen, with the **PARTNER**[®] Advanced Communications System (ACS) from Lucent Technologies.

PARTNER ACS is designed with your needs in mind. It puts powerful communications solutions in your hands, to help you serve your customers better, speed communication with suppliers and partners, and run your entire business more profitably — giving you an important edge on your competition.



Lucent Technologies provides **PARTNER** ACS solutions that can be tailored to your needs, delivering benefits that save time and effort for you and your staff.

- Allow callers to speak directly with the person they need—such as the chef, manager, or catering director—by dialing a particular extension. It helps you be more responsive *and* frees your host/hostess station for customers who are calling for reservations, delivery, or take-out orders.
- Enjoy quick, easy dialing of up to 100 of your most frequently called telephone numbers from any **PARTNER** telephone.
- Catch up with important “missed” calls quickly and easily, with a scrollable display of Caller IDs and one-touch return dialing.¹
- If your restaurant takes a lot of phone orders, collect call data that makes it easy to see how efficiently calls are being handled.
- Make your managers more mobile and productive within your restaurant by integrating optional wireless telephones.
- Use your **PARTNER** telephones’ built-in intercom to communicate with employees—for example, to “page” a busboy or kitchen staff member.

Streamlined Operations and Time Savings



Better Customer Service — and More Repeat Business



With **PARTNER** ACS, you can show that providing the best customer experience is your top priority.

- Personalize how you greet your most loyal customers when they call, with **PARTNER** telephone displays of Caller ID number and name.¹
- When your main extension is busy, automatically put callers through to another available extension, for a faster response.
- During your busiest times, use an Automated Attendant as a backup to courteously answer and expertly route calls that you and your staff can't get to right away.
- Provide convenient, personally recorded announcements that include directions, your take-out menu, daily specials, a calendar of entertainment events, and other information that's valuable to your customers.²
- Allow after-hours callers to provide feedback or reserve ahead, with optional voice mail. Additionally, language options for voice mail help you be responsive to callers' language needs or preferences.
- Provide more convenient delivery service by linking your PCs and your telephones to display customer records on a PC screen.¹

That way, you don't have to ask for customers' phone numbers, addresses, and directions every time they call to place orders.





You can rely on **PARTNER** ACS solutions to help you communicate cost-effectively.

- Make communication more cost-effective by easily incorporating credit card readers, single-line telephones, fax machines, and modems into your telephone system—with no special adapters or additional lines required.
- Manage costs by preventing unauthorized telephone usage and controlling toll-call access on individual phones.
- Provide optional voice mail to allow suppliers to leave detailed messages, helping eliminate callbacks and, in turn, reducing your costs.
- “Size” your telephone system to your current needs, then easily and affordably expand the compact, modular system as your business grows and your needs change.

Controlling and Even *Reducing* Costs



¹ Optional Caller ID number and name where available through your local telephone service provider.

² Requires optional voice mail capabilities.



PARTNER Advanced Communications System

Designed and built by Lucent Technologies—the company that evolved from the equipment manufacturing units of AT&T to become a market leader in telephone systems—**PARTNER** ACS is specifically created with your needs in mind.

PARTNER ACS provides professional, reliable business communications to help you provide better customer service while saving time and controlling costs.

The easy-to-use capabilities of **PARTNER** ACS, coupled with the convenient features that are built into the **PARTNER** telephones, help you maximize your communications without a lot of “add-ons” and extra costs.

State-of-the-art PC card technology allows you to easily upgrade with new features and capabilities as you need them. In addition, Lucent **PARTNER** systems are Year 2000 compliant.

To learn more about **PARTNER** ACS solutions for restaurants, talk to your Lucent Technologies representative or your local Lucent Technologies Authorized Dealer or Sales Agent. And, for late-breaking product news, visit our Web site at [www.lucent.com/smallbusiness].



Lucent Technologies
Bell Labs Innovations

