

Onboarding *Checklist*

We've compiled a checklist of all the bits and pieces to consider when preparing your venue for the big day.

Risks & Opportunities

Tech

- Do you have quality imagery of all your menu items?
- Have you worked out what are the most compelling upsells?
- Are there high-margin items you should promote?
- How should the menu look at different times and days?
- What's your process if an order fails to reach the POS?

Venue

- How are you going to encourage orders to be made through me&u?
- Will you have a different dispense area for me&u orders?
- Do you need to change what your staff are doing to support the different flow of orders?
- Can guests access the internet in all areas?

Buy In

- What KPIs or metrics are you going to set for the onsite team to encourage usage?
- What are the measures of success for this project, and are they built into KPIs at all levels?
- What incentive scheme could you put in place to encourage a strong start?

Training & Guest Journey

Training

- Have you identified "champions" in your venue to encourage team adoption?
- What documentation do staff need to support them?
- Have you allocated enough time for onsite team training?
- How will you get new team members up to speed when they join?

Journey

- Do you need to keep paper menus across your new digital menus?
- How will you introduce me&u when seating customers?
- Is this built into a documented sequence of service?
- How do you want staff to engage with guests if they're not taking orders?

Comms

- Can everyone on the table easily scan a QR code?
- Do you have other opportunities to educate guests?
- Wi-fi, signage, TVs etc
- How are you gaining feedback on guest sentiment towards this new tech?