



Courtyard BISTRO Order Guide

CRAFTED CLASSICS



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What Type of Bistro Do I Have?

Bistro Configuration Options

Most Courtyards will contain either an “S-Bar” configuration for their Bistro or a “C-Bar” configuration for their Bistro. These two typical styles cover most of the Courtyards that are open.

Currently, custom builds are not eligible for digital menu boards.

Helping us identify what style of Bistro you have will expedite the process along on what items you will need to install and become active. Once you verify the style you have, we do ask that you take pictures and send them to our team to ensure they match with the style Marriott International has provided to us.



C-Bar Examples



S-Bar Examples



S-Bar Examples



S-Bar Examples



Getting Started...

The Order Process

Let's Get Started!

We want your ordering experience to be easy and painless. There are a few preliminary steps we must go through in order to get all the right equipment together to bring your Digital Menu Boards to life. We will guide you through the initial order steps and help be prepared when you contact Uniguest to place your order.

Initial Contact

- Initial contact is made with Uniguest via our sales contact submission.
- The salesperson will reach out and walk you through a few questions
- See slide 14 for more details

Hotel Participation Agreement

- You will receive an initial quote for your package along with a Hotel Participation Agreement.
- Once you approve, the Digital Menu Board process starts.

Pro Services

- A member of our professional services team will reach out about site surveys, power, data and getting you prepared for installation.

Scheduling

- You will be contacted about a firm installation date.
- Many properties will choose to perform this in off hours to not impact the guest.

What Is The Typical Timeline?

We are all excited to get the process going, but we want to ensure everyone has a good idea of what a typical Digital Menu Board Timeline will be:

Sales Process

- Initial Contact and Questions
- HPA/Sales Order Process
- Project Kick-Off

7 Days

Site Prep

- Ensuring you have power and data ready to go.

2 Weeks

Dependent upon Hotel's Maintenance/Facilities Team

Scheduling

- Ensuring all data and power is ready
- Scheduling installation Shipping and Estimated Arrival

1 to 2 Weeks

Dependent upon Hotel's Maintenance/Facilities Team & Installer Availability

Installation

- Installation will be scheduled to your convenience
- Install occurs along with testing and handoff to your team for training with our Pro Service Team

24-48 Hours

Pre-Installation Checklist

Please Print for your Convenience

- 1 Power Receptacle is accessible and live at each display location.**
- 1 Data Receptacle is accessible and live at each display location. (Ethernet)**
- Ethernet Switches are live and configured for standard internet traffic.**
- The following information is documented and easily accessible:**
 - MARSHA Code
 - Shipping Address
 - Contact / GM Name, Phone Number, and Email
 - Anticipated Date to Have Your Boards Active
 - Internet Network Provider's Name
 - Type of Current Bistro Configuration

Initial Contact & Beginning The Process

So, What is My First Step?

The very first step you will you do, is to reach out to our sales team at Uniguest to begin the process:



[800.467.1218 ext. 3](tel:800.467.1218)



Sales@Uniguest.com



Uniguest.com/courtyardbistro

Be prepared to provide the following information to your account representative:



- MARSHA Code
- Shipping Address
- Contact / GM Name, Phone Number, and Email
- Anticipated Date to Have Your Boards Active
- Internet Network Provider's Name
- Type of Current Bistro Configuration

What Are The Initial Questions?

There will be some initial questions to help us when we transfer you to our Professional Services team to begin the process of getting your hotel ready for install.

1. We will need to determine what style of Bistro you currently have. Please refer to slides 4-8. We kindly ask that you take some pictures of your Bistro from several angles along with pictures of your current menu board placements.
 - This will assist to understand which configuration of menu boards will work best for your site. (Ex. 4 x 50” Screens, 3 x 50” Screens, etc.,)
2. We would like to know if you have a maintenance or facility team members' contact you can share. We must work with them on data and power requirements before we can install.
3. What times work best for installation at your property. We want to ensure we do not disrupt guests or cause any issues with your front desk.
4. What dates and times are convenient to review your order with our Professional Services Team to begin the project kick off.

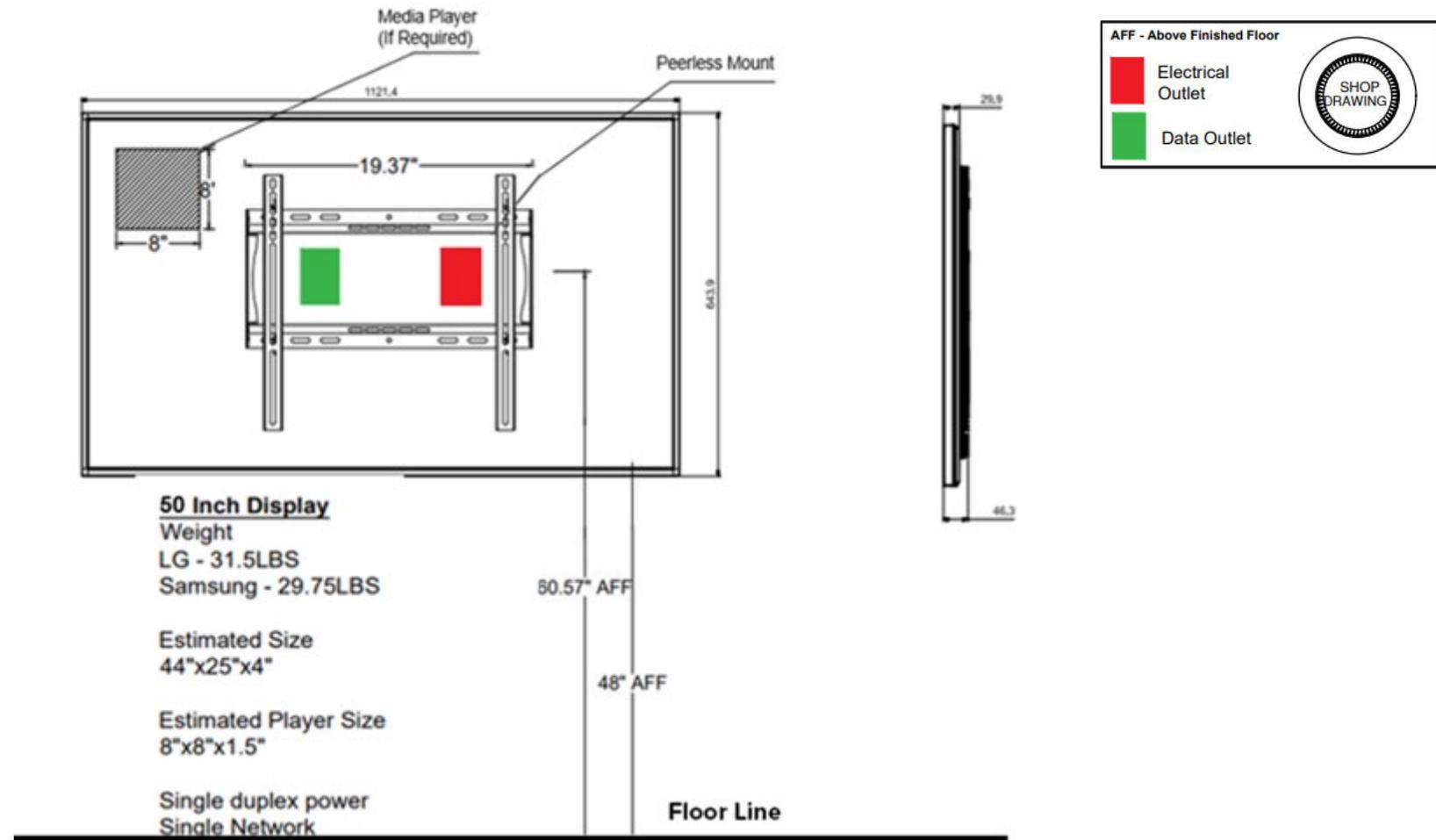
Preparing Your Hotel For Installation

Site Prep Installation Guide

You must have a few things ready before you go live. Let's walk through what you will need to have in place for this to be a successful launch.

- Your static signs will be replaced with new digital boards.
- Those areas where your current signs are will require:
 - Cat5 or Cat6 cable pulled and terminated for each display that will be installed.
 - This will need to have a live internet connection via your HSIA provider. Our technicians will work with your provider to whitelist all displays once you provide their contact information to us.
 - You will need one, 2 port power outlet for each installed display.
 - The power and data outlets will need to be placed 7" above the center line of the installation area of the screen.
- After placing your order, your assigned project manager will send you a menu design questionnaire to populate all your items and pricing prior to shipping.

Display Sizing Guide for 50" Menu Board



Ordering Procedures

What is Your Timeline After Your Site Prep?

Once you have completed the preinstallation requirements the following process will occur:

Self Site Survey

- Please take pictures of all data and electrical installations.
- You will then email the pictures to your designated project manager that was assigned during the sales process.

Save The Date

- Your project manager will work with you to assign a firm installation date and time.
- Typical installations will occur in between morning and evening when the Bistro is not open for food service.

Shipping

- Your hardware and screens are shipped to you prior to installation.
- Please place them in a secured area out of public view.

Install

- Installation occurs.
- Hardware and content is tested.
- You are then assigned a date and time for content management training via your project manager

Support and Maintenance

Support, Maintenance, & Upkeep

Once your installation is complete, you will be transitioned to our support team. Below is the support contact information and routine cleaning supplies you will need for your screens.

If your device(s) is experiencing any of the following:

- Abnormal screen darkness
- Glitches
- Incorrect Menu Items
- Etc.,

Contact Your Support Team:

Email: service@uniguest.com

Call: 1-800-467-1218 (Ext. 2)

Cleaning & Maintenance:

Uniguest recommends cleaning of the screens at least once every 30 days using the following items:

- Each screen should be sprayed with brand approved cleaner(s) and wiped down every 30 days using a microfiber cloth.
- For Dust on the backside of the displays – used compressed air. Each display should have compressed air sprayed around the back of the screen to remove dust once every 30 days.

Menu Updating Guide

Branded Content Edits and Responsibility

What Hotels Can Edit:

- Add or remove library menu items
- Edit regional/craft beer list
- Change pricing tier
- Expand hours of operation

What Courtyard Brand Team Edits:

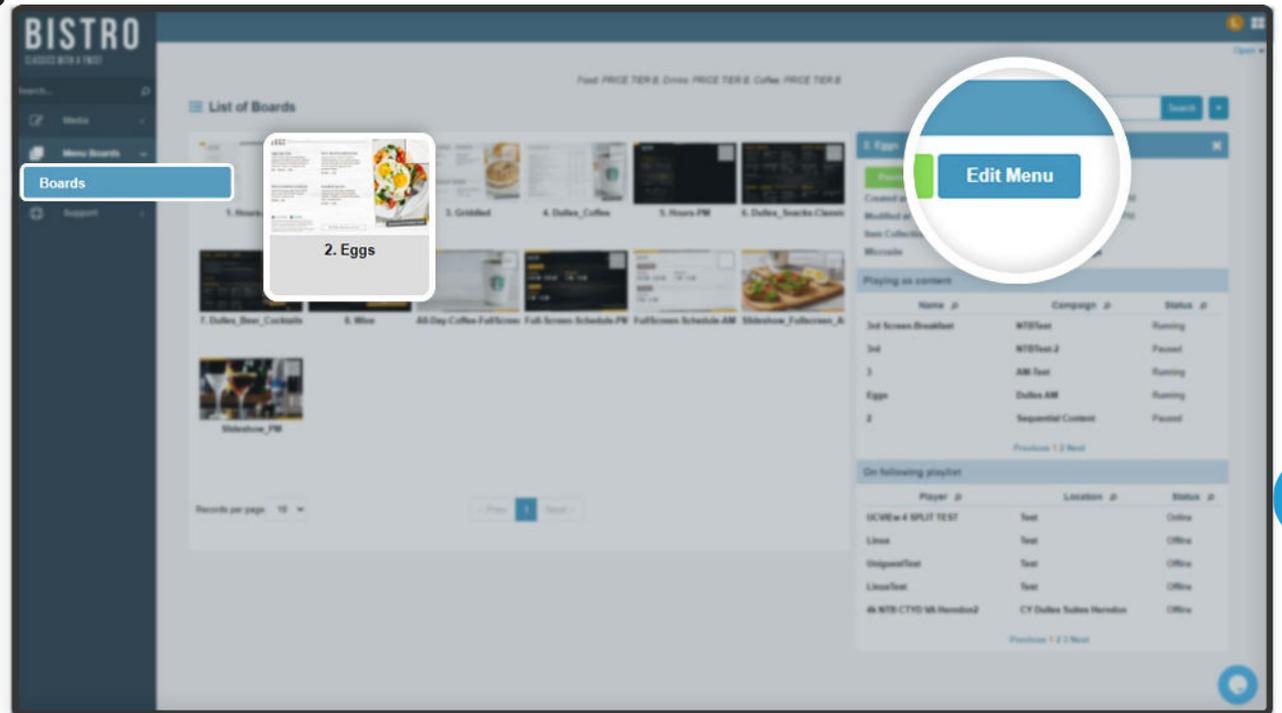
- Core menu items
- Photography
- Minimum hours of operation
- Structured pricing tiers

Disclaimer: Please ensure that all GPOS menu item pricing matches what is showing on the digital menu board pricing.

You're Up and Running: Now Let's Update Those Menus

We have created an easy-to-follow update guide for your team to access the Bistro Menus and make changes when needed. You should have a username and password provided from our team, so let's begin:

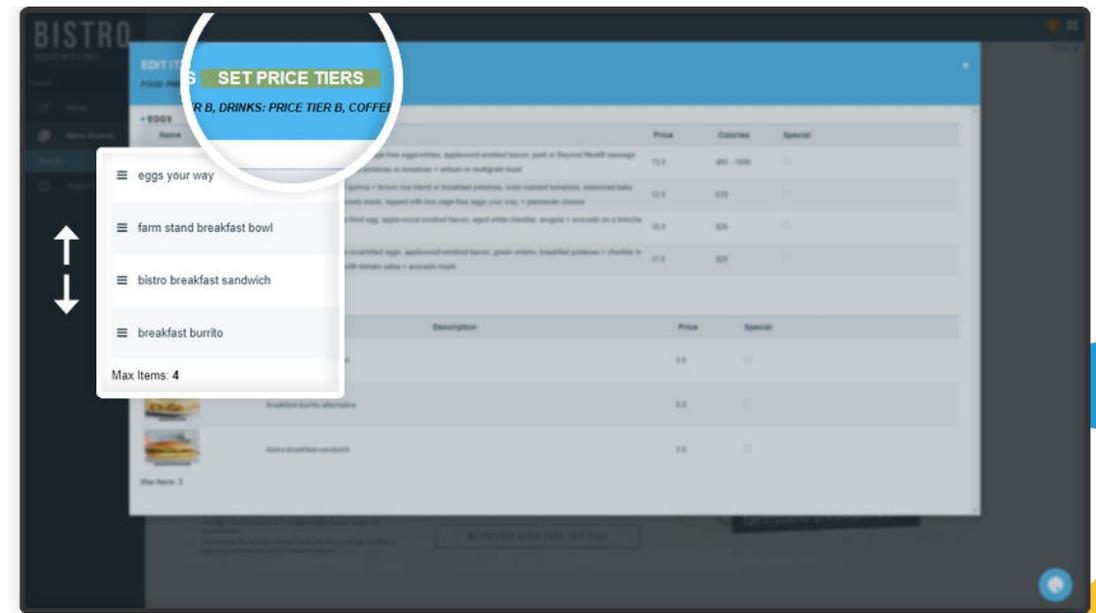
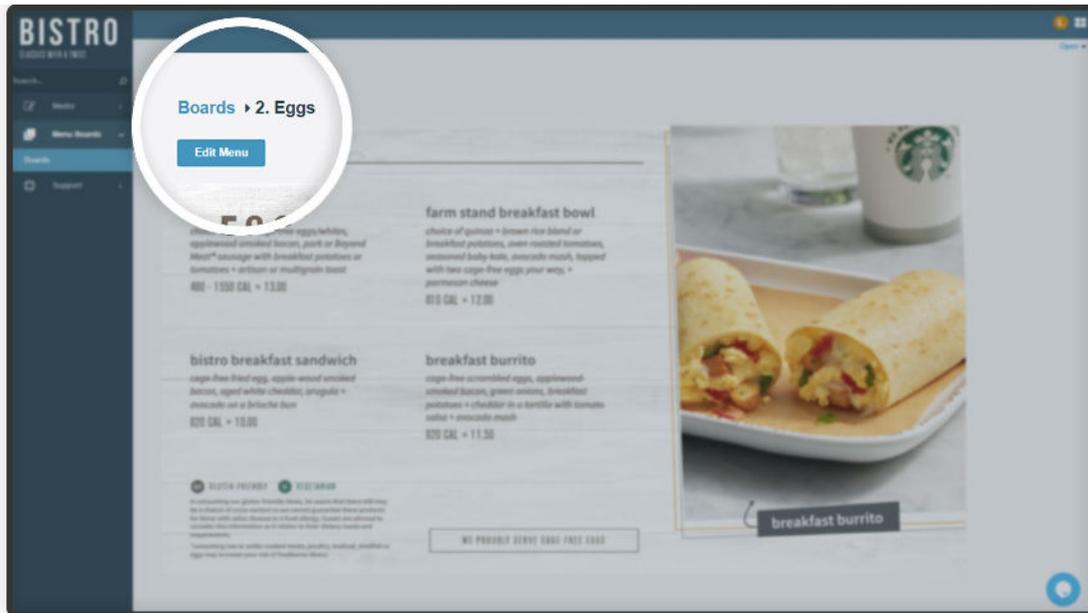
1. Log into marriott.uniguest.com with provided username and password
2. Navigate to **Menu boards** **Boards** in the sidebar menu
3. Click on the menu board you would like to edit from the **List of Boards** and then click on **Edit Menu** button that will appear in a sidebar on the right hand side of the screen



You're Up and Running: Now Let's Update Those Menus

4. You will see a preview of the menu board you chose. Click **Edit** button above the preview to update the menu board

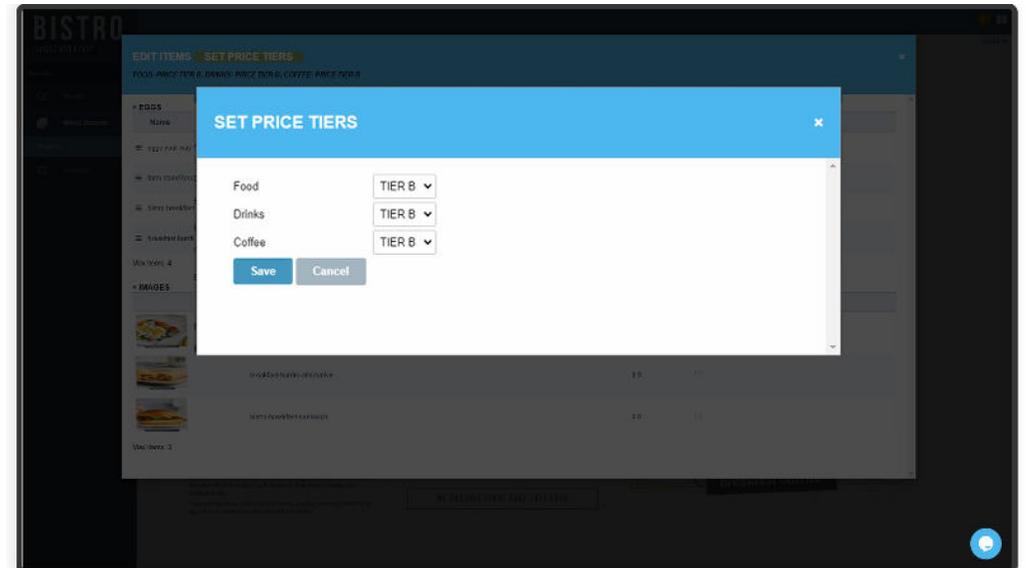
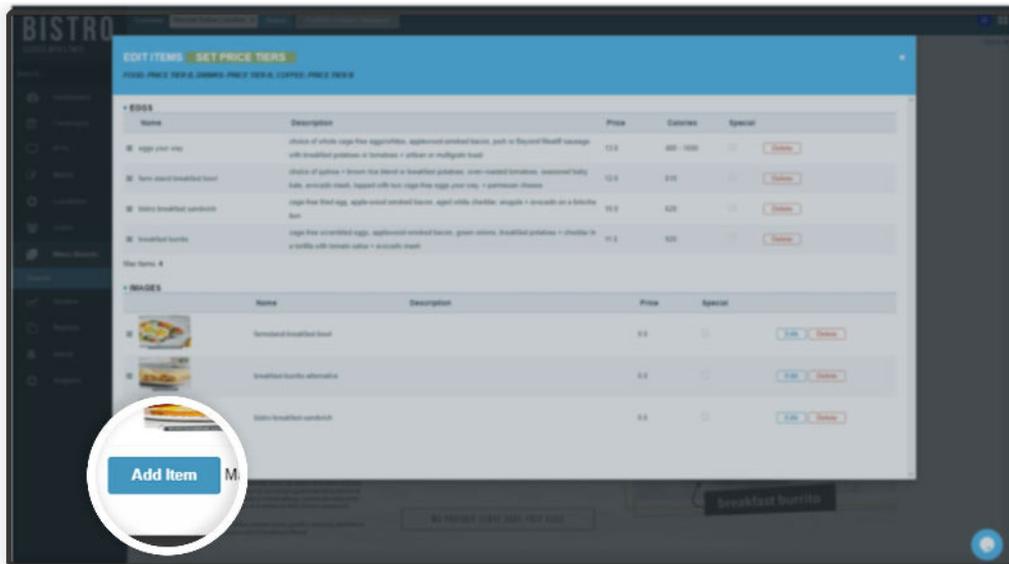
5. You will see a menu editor pop up. Here you can rearrange items. **Set Price Tiers**, **Edit** or **Delete** non-core items and **Add** new items to zones that are below the max limit of items.



You're Up and Running: Now Let's Update Those Menus

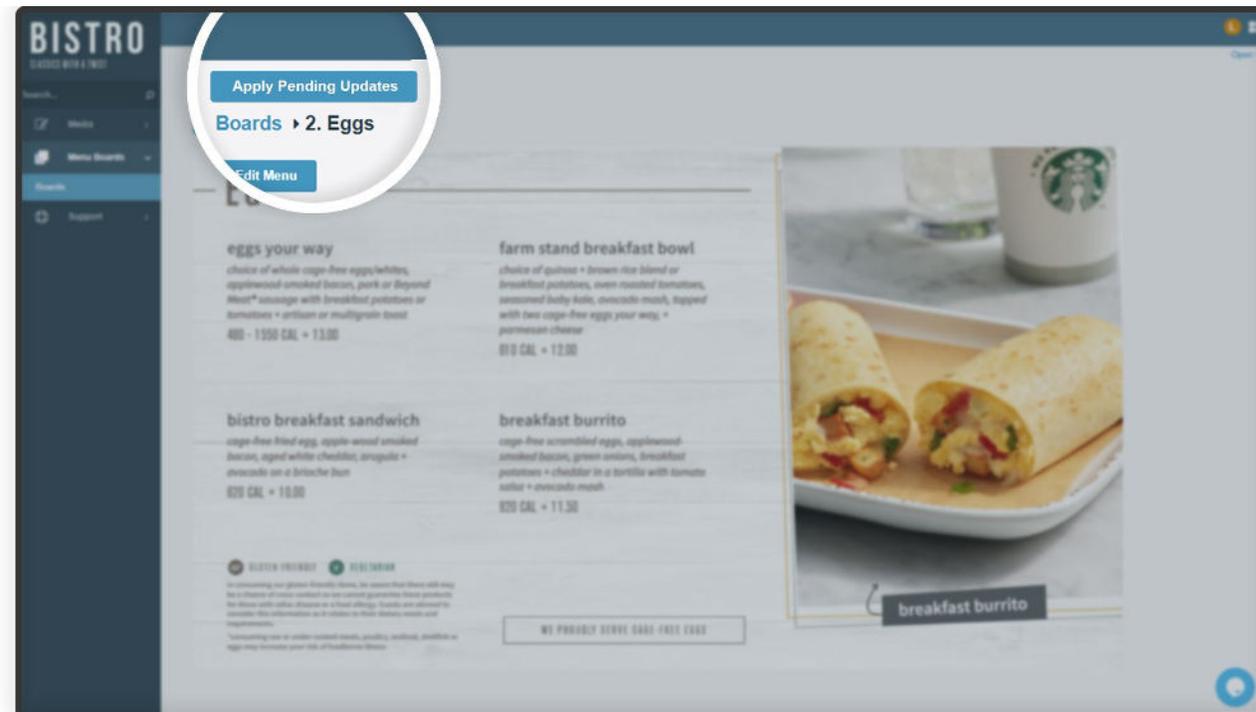
6. You can add or remove images for menus that support them. Once you click **Add Item** underneath the image zone it will take you to a collection of images to choose from

7. To change pricing tiers please click on the green **SET PRICE TIERS** button at the top. Then select the appropriate price tier for each main item category. Once you click **Save** the new price tiers will populate across *all* menus in your location



You're Up and Running: Now Let's Update Those Menus

8. Once you are done updating the menu you can click out of the menu editor and click on **Apply Pending Updates** button that will appear near the top of the page



About Us

The Global Leader in Secure, Fully Managed Engagement Technology



BEST-IN-CLASS
CYBERSECURITY



EXCELLENCE IN
MANAGED SERVICES



ENGAGEMENT FOR
OUR CUSTOMERS'
CUSTOMERS

A Trusted Marriott Partner for Over 30 Years

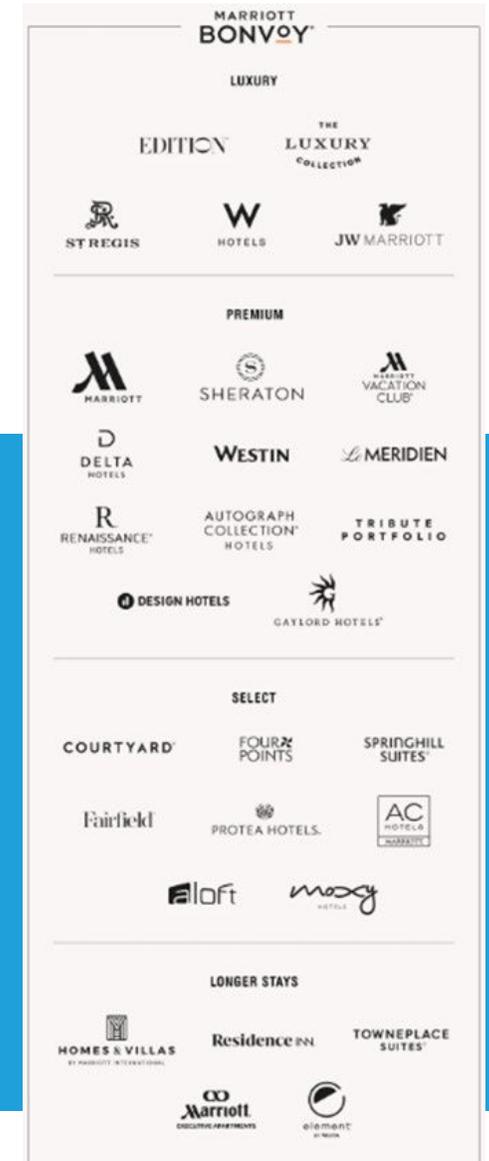
Marriott by the Numbers:

872 Courtyards with Uniguest Technology

4673 Marriott Hotels with Uniguest Technology

We work with **ALL** brands within Marriott with varying technologies and services. **Uniguest is one of the most trusted service providers in the hospitality market.**

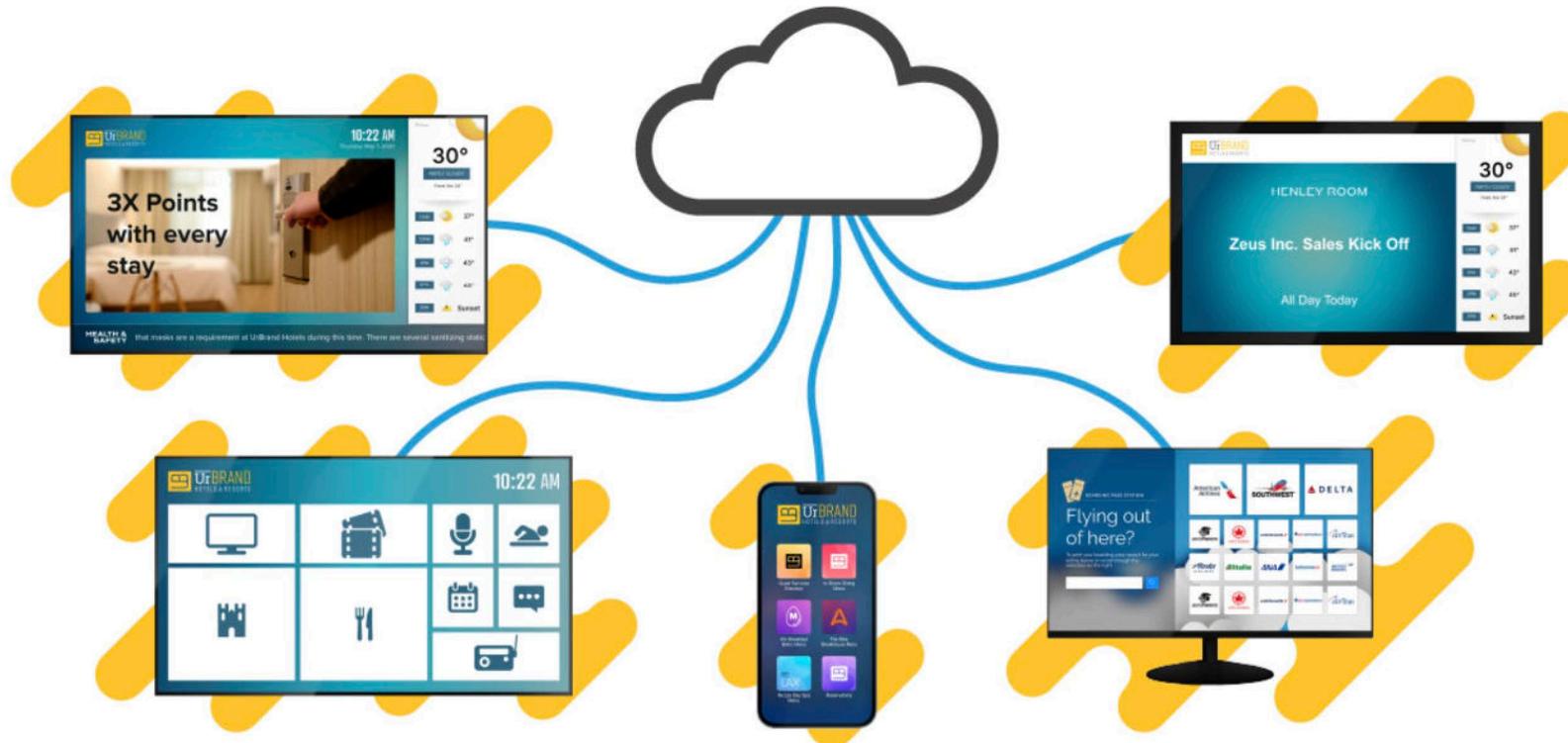
uniguest



Your Platform for Content Delivery & Engagement

A single platform for content delivery and engagement

Uniguest's suite of engagement solutions can all be powered by a single content management system (CMS), or operated independently, allowing properties to create, manage, and customize the same message wherever and whenever.



Thank You!