



**Seamless digital experiences
for the hospitality industry**

Mobile Apps | Websites | QR Code Order & Pay | Kiosks | Marketing | Loyalty



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Flipdish is the end-to-end full stack product suite for all hotel needs



Multi channel ordering solutions

- Websites - the digital storefront
- Mobile apps
- Self serve kiosks
- QR Code Order & Pay



Engagement and loyalty solutions

- Loyalty campaigns
- Retention campaigns
- Gift cards



Automation, analytics and payment

- Automated cross-sells and upsells
- Built-in analytics and reporting
- Order throttling and strong self-service tools
- Extensive support for local and global payments

Custom Branded Websites

Bespoke branded websites where guests can delight in a food & beverage ordering experience that blends the physical with the digital

Provide an **online ordering experience** that is seamless, intuitive and **encourages spend**

Leverage customer data, reporting and analytics to grow your business

Our **Open API** allows for custom front ends to be built on a corporate, regional, and property basis

On and off premise solutions manages all digital F&B operations from one central portal, simplifying the process of menu management, reporting, and reconciliation



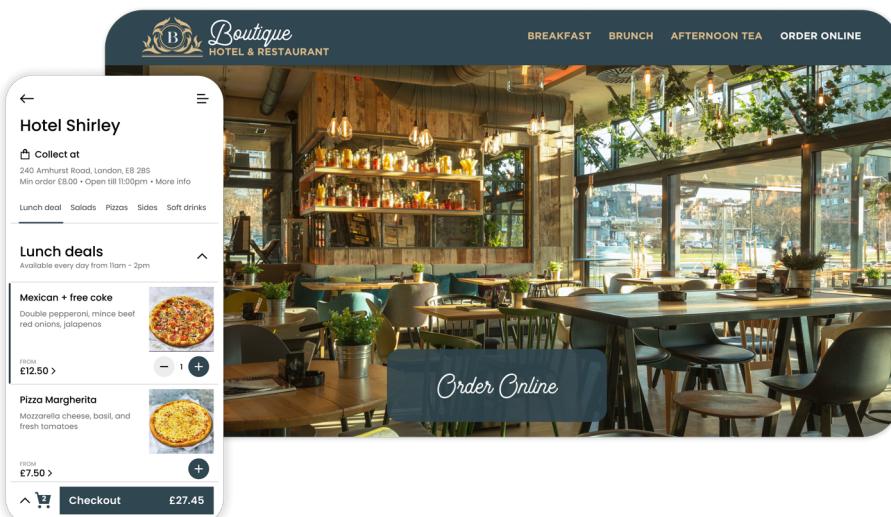
Guests have the convenience of ordering directly from the Gourmet Bar menu on their own mobile device. The data shows that of orders in the first six months,

90%

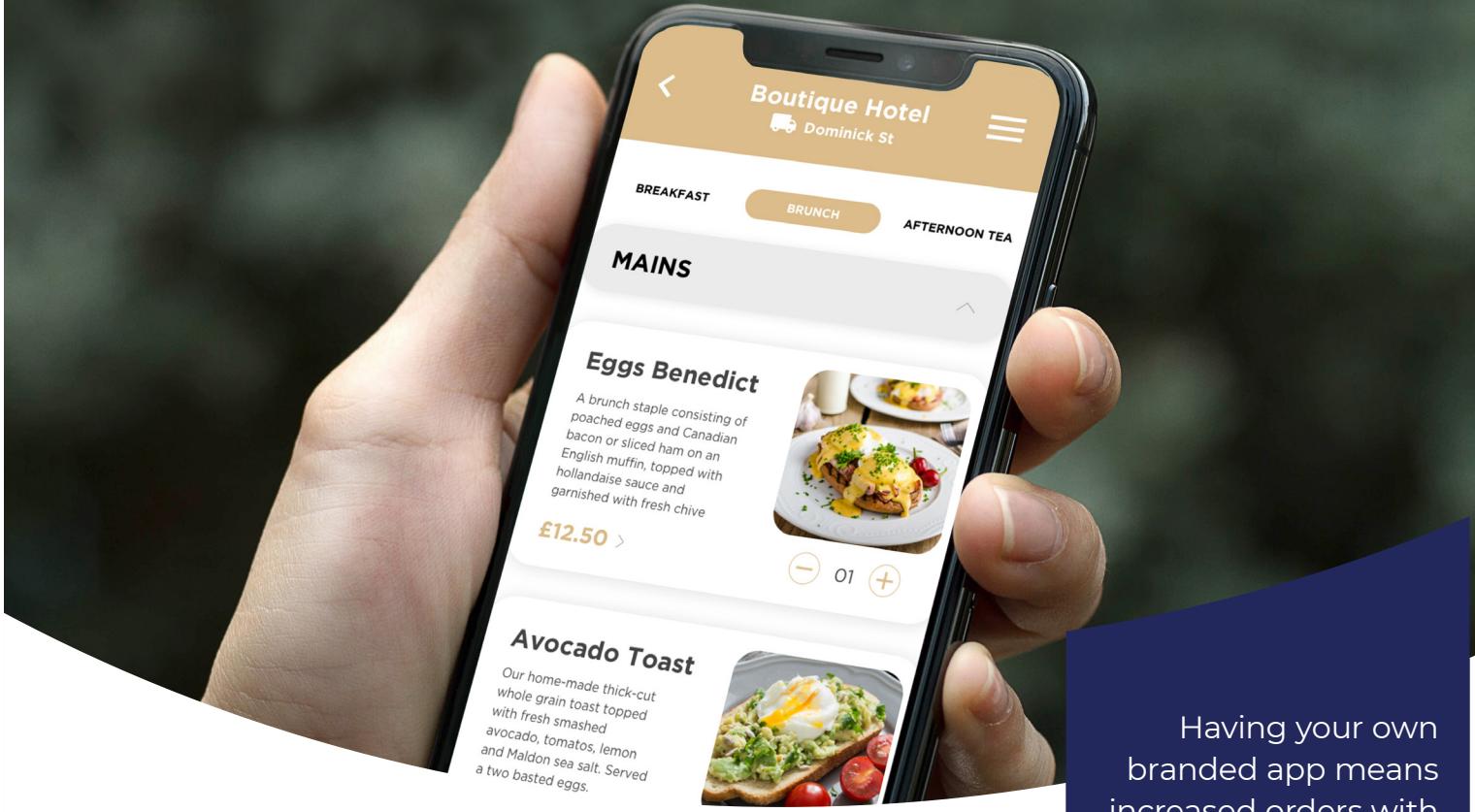
were done online via the website or app and 10% over the phone. Our hotel guests want to order online.



Christophe Vantyghem
Novotel Charleroi
Center Hotel



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Branded Apps

**A branded ordering experience
that lives right in your guests
pocket**

Communicate with your guests directly
through your app, highlighting your latest offers
and menu updates.

Own the relationship with your customer and
control your brand.

Provide an engaging food & beverage ordering
experience with images, categories, upsells &
add-ons.

Having your own
branded app means
increased orders with

3 X

higher conversion
rates compared to
mobile sites

QR Code Order & Pay

Expand the digital ordering experience across your property from room service to traditional dine-in

Increase ancillary spend

30% increase in average order value with QR Code Order & Pay

Intuitive menu management

Easily manage, edit, and update your menu within the Flipdish portal

Improve guest experience

Remove time costly administrative tasks and allow your staff to focus on creating brilliant guest experiences

Utilise for a range of use cases

Room service, dine in, property delivery (poolside), pickup/grab 'n go.

Seamless POS integration

Our system easily integrates with all major POS providers



Flipdish has really worked for us in the business. It's been groundbreaking for me. We get more customers, spending more, and turnover has gone up.

We were up

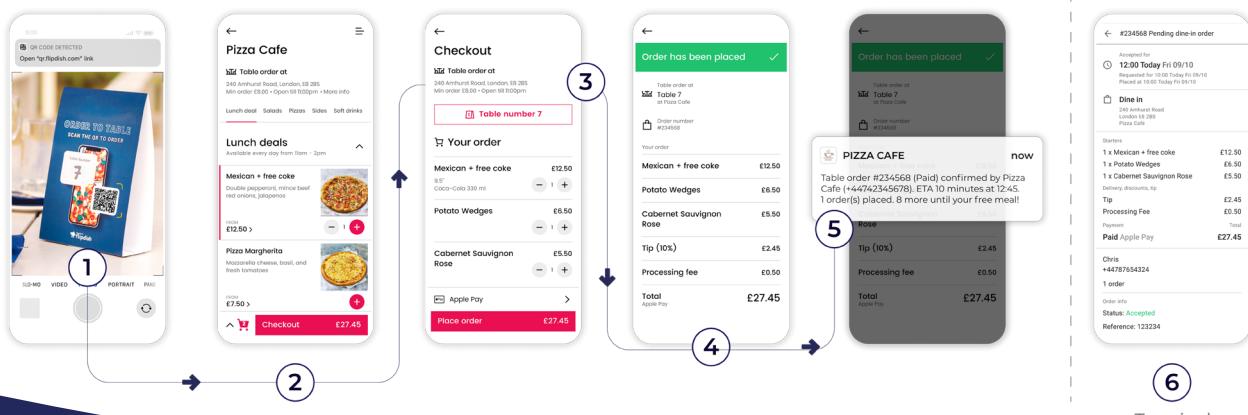
80%,

which is quite a colossal amount.



David Robertson

Owner,
Beaumont Arms
Huddersfield, UK



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Self-Service Kiosks

Reduce guest and customer wait times while increasing average order size

Kiosks come in a **range of sizes** and forms to suit every hotel & business space

Deliver to room, grab and go, or order ancillary items (towels, toiletries etc)

Increase basket size with upsells, add ons and engaging images on your menu

Customers who use a self-service kiosk spend on average

30%

more per order





Event Management

Flexible, adaptable, configurable menus – any event made easy

Custom site & menu for any occasion

Perfect for weddings, corporate events, group days and more

Intuitive menu management

Create new menu with specific menu items based on event needs & requirements

Stock forecasting

Improve food & beverage order management with precise pre-ordering

Link sharing & custom code embeds

Provide event organisers with private link or custom code to embed on their own platforms

Seamless POS integration

Easily integrates with all major POS providers



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Drive guest engagement with automated marketing campaigns

Build guest loyalty

Reward customers who order regularly.

Retain guests

Bring back lapsed or lapsing customers.

Phone marketing

Convert phone calls into profitable online orders.

SMS marketing

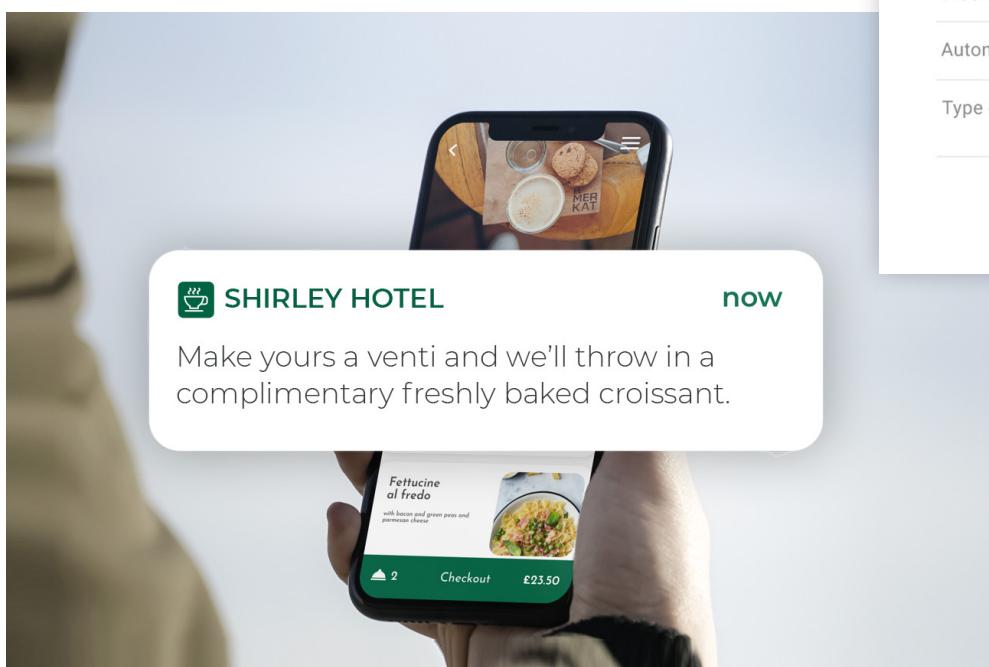
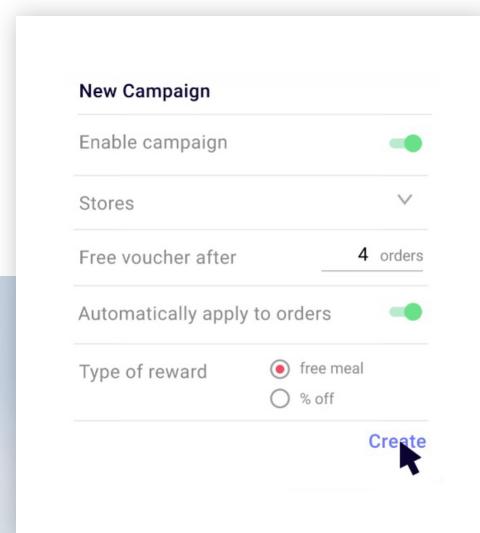
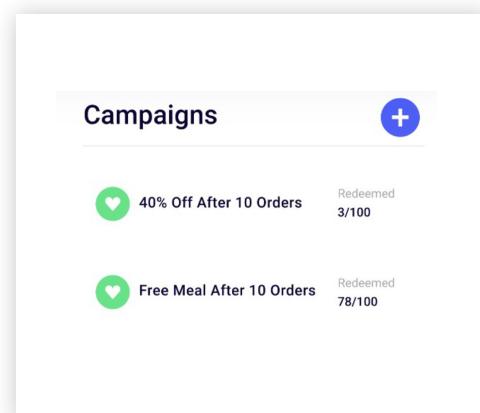
Build SMS campaigns.

Offer discounts

Send automated incentives easily.

Ordering via social media

Allow guests to order via Instagram.



State-of-the-art integrations maximise flexibility

Open and extensible API that provides integrations access to manage all elements of your digital operations on the Flipdish platform to **increase operational efficiency**

Our developer portal and API documentation are used by clients and 3rd parties to **create value add integrations on the Flipdish platform** as well as custom/bespoke ordering solutions using all the core features offered by Flipdish

Dedicated technical and client facing integration teams that **build, manage and improve existing integrations** for all clients.

We offer an ever expanding range of off-the-shelf solutions for last mile **delivery services, point of sale connectivity, middleware, voucher** and other solutions - all integrated via our **extensive APIs**

Extensive support for **global and local payment options**

Point of sale software



Delivery



Payments



Marketing





We are fully committed to the success our customers

The Flippish team is always behind you: working hard to deliver success

Dedicated account managers located in country - they will know your brand, your goals, your product needs and they will be personally accountable for your success.

Round the clock customer support that meet and exceed strict SLAs, which includes **on-call technical support** to ensure that any product issues are dealt with expeditiously.

 **15 second**
SLA for phone

 **90 minutes**
SLA for email

 **85%** first time resolution

 Escalation SLA-
24 hour response

 **Menu support**- updates & full menu mapping

 **7** languages supported

 **16** Countries with customer success leads



Book a demo with us

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