

## **S.M.A.R.T Support**

### **S - System Support 24 hours a day 7 days a week**

In our Houston office, we man our phones from 7:00 am to 7:00 pm with live Aloha certified help desk support personnel. Beyond those times, we guarantee you a 15 minute response time from our local on call personnel. All of our technicians are very knowledgeable, and also have the ability to remotely take over your computer should the person placing the call not be very computer proficient.

### **M - Menu Changes**

We recognize that you may not always get your menu right the first time, or that you may decide to change some of the items at a later date. If you provide us those changes with advance notice, our project managers will make those changes to your specifications. Once you have seen and signed off on the new menu, we will download it to your site for immediate use.

### **A - Aloha Training**

We hold routine training classes at our office for all of your employees. Managers, servers, cashiers, bartenders or owners, can attend any class at any time for no charge. We provide manager and order entry certifications, so you know that they arrived to the class, but they also learned how to use the system. Training schedules are provided in our Monthly newsletter.

### **R - Request for Change (RFC)**

Since 1994, Aloha has evolved and grown into the most feature rich product available. These features came from suggestions and requests provided by our customers. If you have a feature or idea that you would like implemented into the program, we will provide you an Aloha RFC # that goes directly to the Aloha's development list of new items to add to future versions.

### **T - Testing and Certification**

So you are about to hire that Manager that says he knows Aloha. How about making him/her prove that knowledge by being tested. We will provide that testing and then certify the Manager or give them a grade that allows you to know just how Aloha savvy they are. We also provide the same testing and certification for servers, bartenders and cashiers.