

CONQUEROR MAXIMIZATION **INSIDER**

PRODUCT UPDATE:

Conqueror Kiosk...improve the guest experience

Conqueror Kiosk was a hit on the show floor at Bowl Expo 2022 in Las Vegas, and we're excited to see this latest innovation in our product ecosystem roll out to centers across the country this fall.

The Conqueror Kiosk is a great self-service tool for any center, allowing guests to customize their visit without interaction from your staff, and allowing you to focus on what you do best – providing a great customer experience from start to finish.

When guests arrive at the center, the **Play Now** function allows guests to customize every aspect of the bowling purchase. Guests see a list of offers that can include game, time or unlimited bowling, allowing them to choose from anything a center has to offer. The Conqueror Kiosk can collect shoe sizes, names and more to customize the experience. The kiosk can even collect payment immediately and automatically assign bowlers to a lane, all without interaction from center staff! The kiosk can perform these same tasks for future bookings, allowing guests to browse available options and Book for Later while in center.

Guests can **Order Food & Beverages** at the Conqueror Kiosk, customizing their orders with options at their fingertips in the same way they would purchase food at quick service restaurants. Studies have shown that guests spend more when the choices are left in their hands. The self-service nature of the Conqueror Kiosk allows centers to leave more staff in the kitchen and on the lanes providing service instead of taking orders and payments.

For centers that are already utilizing Conqueror Web, the kiosk is also a great Reservation Check-In point in the center. Guests scan the QR code attached to their reservation and the Conqueror Kiosk helps complete the arrival process – confirming details, collecting any remaining payment, and even offering food, beverages and extras as an upsell.

Guest expectations of service are higher than ever before, and technology is an ever-growing part of those expectations. Along with Conqueror Web, the Conqueror Kiosk is the next step in providing a complete end-to-end technology experience for customers in your center.