



FOOD & BEVERAGE

Service-Based Sales Program

DELIVERABLES AND COMMITMENTS

SOFTWARE SUBSCRIPTION

Unlimited IN-Gauge™ User Licenses

(for actively employed Food & Beverage Staff and Management of the Customer as well as supporting departments such as Finance, HR and General Management)

- ✓ Configurable user dashboards assigned to licensed users
- ✓ Food & Beverage and Management interaction through social channels and messaging assigned to licensed users
- ✓ Incentive plan modules assigned to licensed users and reporting activated for management and finance/payroll dept as assigned by Customer
- ✓ Transaction audit module with suspense clearance enabled
- ✓ Activated Goal Setting and tracking modules
- ✓ Dashboards and analytics activated and updated daily (or more frequently depending upon the PMS used at the property)
- ✓ Customer Leadership views activated and assigned to appropriate users

Digital Learning Platform Powered by IN-Gauge™

(our comprehensive Learning Management System (LMS) comes with hours of skill-focused videos to train frontline staff for success)

- ✓ Comprehensive Learning Paths for frontline teams to improve both service and sales
- ✓ Video library offering quick and digestible topics for frontline teams
- ✓ Self-paced learning
- ✓ Learning Paths supporting leadership and management
- ✓ Simple tracking of completed learning across the property

IN-Gauge™ Technical Support

- ✓ Self-help resources and guides
- ✓ Ticket-based support for troubleshooting and configuration assistance

Virtual Consulting by Customer Success Team

- ✓ Performance-based digital support and guidance on the FPG Food & Beverage best practices
- ✓ 1:1 consultation available by appointment for leadership and Program Champions



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PROFESSIONAL SERVICES - OPTIONAL

Onsite or remote professional services may be available for additional purchase. Services can include any combination of the following:

- ✓ Consulting
- ✓ Classroom Training
- ✓ Coaching
- ✓ Professional Services Logistics Fee can be viewed [HERE](#).
Duration of a visit will vary depending on the potential performance impact. Please connect with the Customer Success Team for further information.

SETUP & ACTIVATION

The Setup fee provides the following implementation activities:

- ✓ IN-Gauge™ Setup & Configuration with property PMS and POS
- ✓ Incentive program & product consulting
- ✓ Testing & Implementation of the IN-Gauge™ Software

CUSTOMER COMMITMENT

- ✓ Leaders will encourage the Champion(s) to support the program and implement the FPG Food & Beverage, including the use of IN-Gauge™