



On Cue Turns Wait Time Management into a Well-Oiled Machine

Alondra Hot Wings Restaurant & Grill is a full-service restaurant with four locations in Los Angeles County. The vision of Alondra Hot Wings is to serve quality food for families with exceptional service in a great atmosphere.

LRS is helping Alondra Hot Wings achieve that vision with On Cue, a complete wait list management system.

The Challenge

Alondra Hot Wings shared the same challenges as any busy restaurant: How to efficiently manage the flow of customers through a busy waiting area while seating guests in a timely fashion.

Before switching to On Cue, Alondra Hot Wings used a manual, handwritten system to manage wait times. The old system produced inaccurate wait time estimates and chaos in the waiting area with the host yelling out names and searching for the right party.

The owner, Joey Kazarian also noticed that his restaurant was losing customers at peak hours. The restaurant has a small wait area. With the manual system, the lobby would get packed with guests mobbing the host stand to listen for their names. “We looked really busy even when we only had a short wait,” said Kazarian. “We would lose customers because people walked in, saw the crowded lobby and assumed the wait time was longer than it was.”

Alondra Hot Wings needed help improving the wait time experience, freeing guests from the small, crowded lobby and eliminating human error and inaccuracies during wait times.



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Joey Kazarian, Owner



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The Solution

Alondra Hot Wings adopted LRS' On Cue wait list management system. Now the restaurant can alert guests when their table is ready with a text message to their cell phone or to a guest pager. The customer feels reassured knowing they can wander nearby and still be notified.

On Cue also allows Alondra Hot Wings to manage wait times with precision. The application anticipates wait times based on the size of the party and provides true wait time statistics to further improve future wait time estimates.



On Cue wait list management system

The Results

Happier customers:

“Since we’ve started using the On Cue application, customers are happier, we are more organized and we get significantly less of the complaints that come from human error and inaccuracies during wait times,” said Kazarian.

A customized guest experience:

“The technology also allows us to cater to guest preferences,” Kazarian added. “Some people don’t want to give out their cell phone numbers for text notifications, so we can give them a guest pager. That’s the beauty of the system – we are able to give customers a choice.”

Increased productivity, efficiency and accuracy:

On Cue has turned wait time management at Alondra Hot Wings into a well-oiled machine. Wait time estimates are accurate, the process is systematized and managers feel comfortable leaving the host stand area to address other needs, secure in the knowledge that everything is under control.

The Conclusion

“When you have a solid technology system working for you, you are going to have less complaints and a more consistent guest experience,” said Kazarian.

“The technology also allows us to cater to guest preferences...we are able to give customers a choice.”

Joey Kazarian, Owner

Business Benefits:

- Happier customers — significant decrease in complaints about inaccuracies
- Customized guest experience — Ability to cater to guest preferences
- Increased productivity, efficiency and accuracy — Wait time estimates are more accurate



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