

A close-up, halftone-style photograph of a woman with long dark hair, wearing a blue denim jacket. She is holding a clear glass filled with a green beverage and ice, with a metal straw. She is smiling and looking down at the glass. The word "union" is printed in a bold, white, lowercase sans-serif font across the center of the image, partially covering her face and the glass.

union

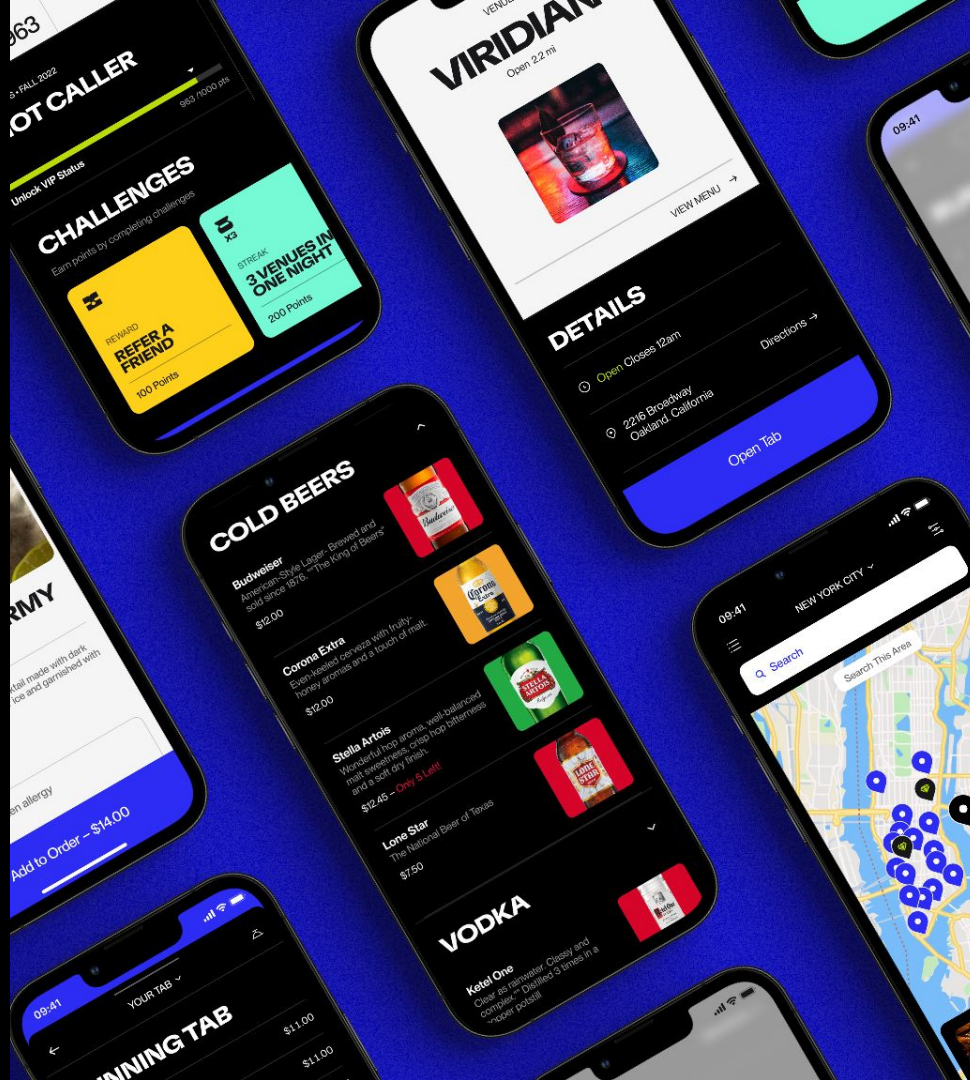
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BUILT FOR PROS, BY PROS
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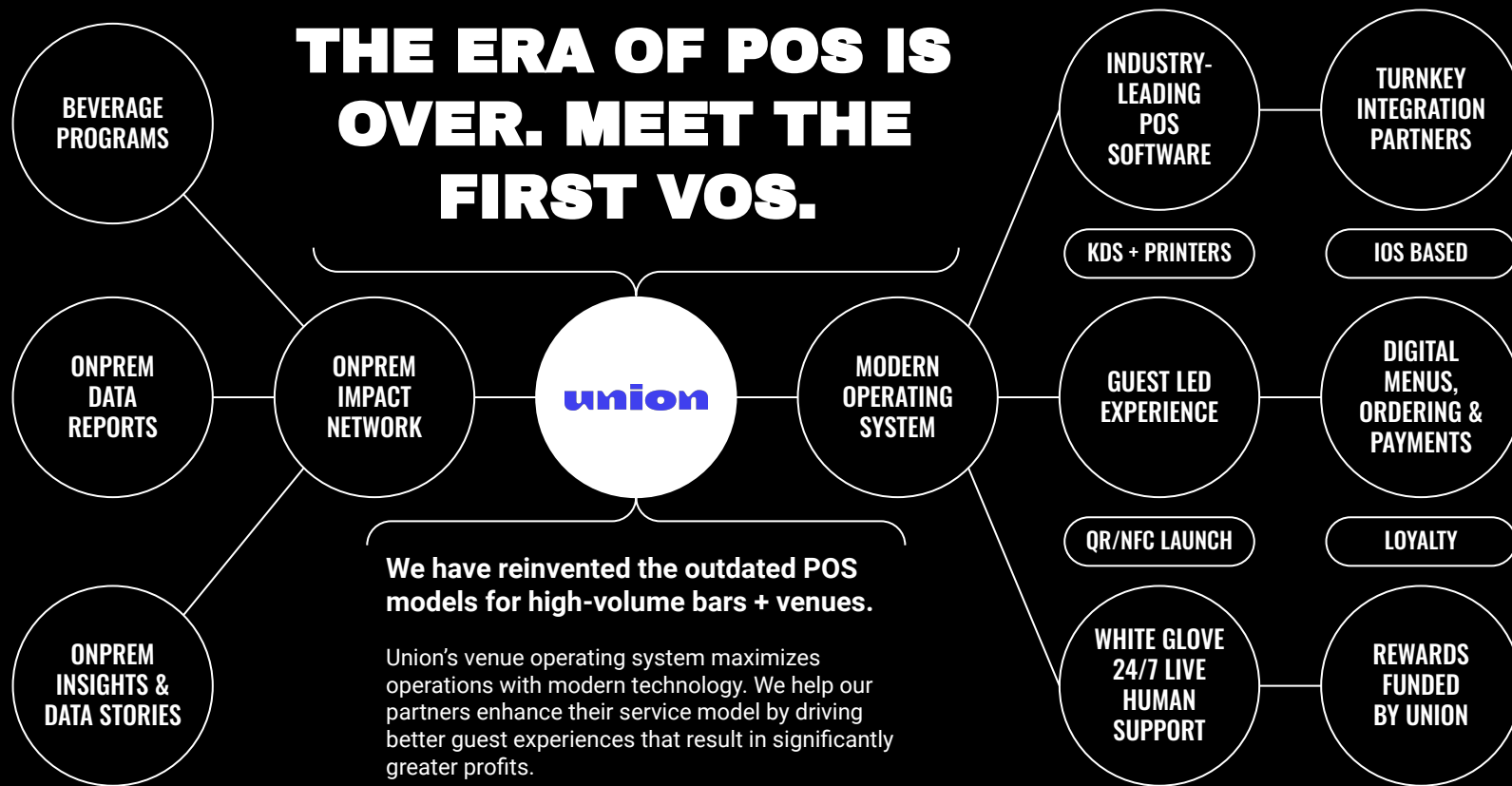
FASTER SMARTER & BETTER THAN ANY POS SYSTEM

Union's Venue Operating System (VOS) is purpose built to maximize high volume hospitality locations.

Our modern tools and dedicated partnership support will propel your business to bigger profits, deeper loyalty and greater operational excellence.



THE ERA OF POS IS OVER. MEET THE FIRST VOS.



BUILT FOR PROS, BY PROS

POWERING THE BEST BARS & RESTAURANTS



VIRIDIAN OAKLAND



HULA HUT AUSTIN



FERG'S TAMPA



STOUT GROUP NEW YORK



Z TEJAS TEXAS



IVORY PEACOCK NEW YORK

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WHY YOU WANT UNION

We are purpose built, to solve the biggest pain points in busy hospitality service.

Built for Speed + Superior Reliability

Handle thousands of tabs at once. Intuitive interface. Offline mode, transaction recovery, cellular backups and 24/7 US based customer service.

Improved Operational & Staff Efficiencies

Our Guest Led Ordering enhances the service experience and gets your customers food and drinks when they want them. 42 seconds vs 6 minutes

Elevated & Rewarded Guest Experiences

Our unique model rewards guests and helps them get to a drink faster, increasing consumption and satisfaction. All rewards are fully funded by Union and automated based on product availability at your venue.

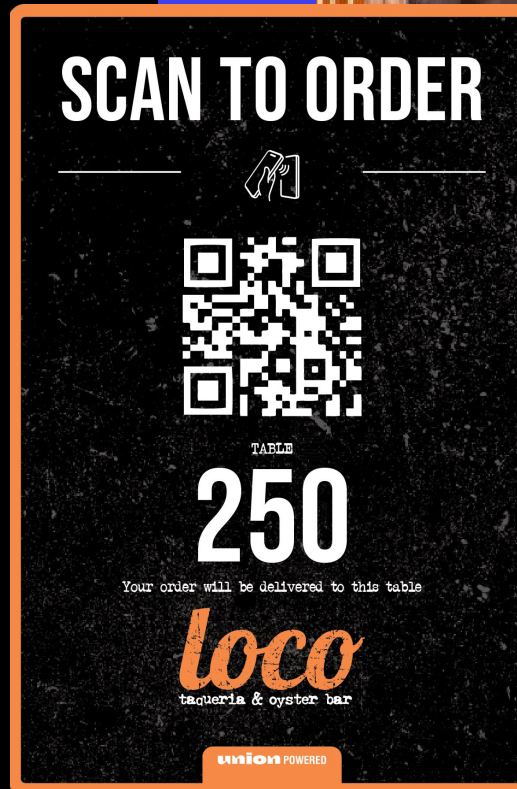


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THE **MAGIC** IS THE **GUEST EXPERIENCE**

We're built to deliver a great hospitality experience for every customer that comes into your venue.

- Know a guest the moment they open a tab, so you can **greet them by name**
- Deliver an **accurate and faster** experience, no matter how busy you are
- Enable staff to get second/third rounds for the table with **universal tab mgmt**
- Let guest **instantly close-out** on their own terms and leave when ready, letting them enjoy their night and you turn the table quicker

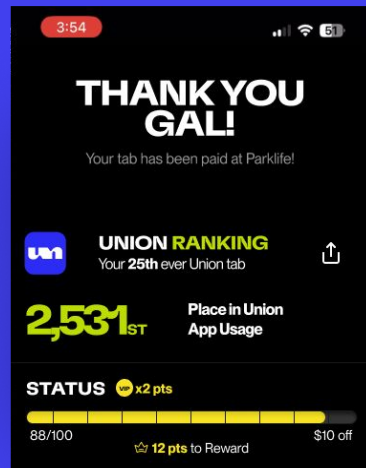
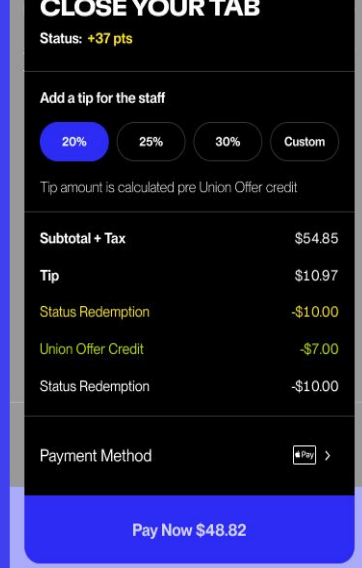
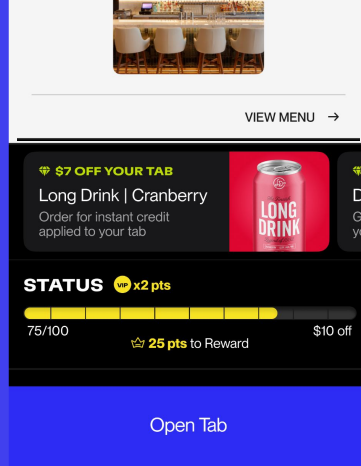


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MADE **EVEN RICHER** - REWARDS & STATUS

A guest-led digital experience fueled by data delivers an **instantly personalized and rewarding experience**, effortlessly

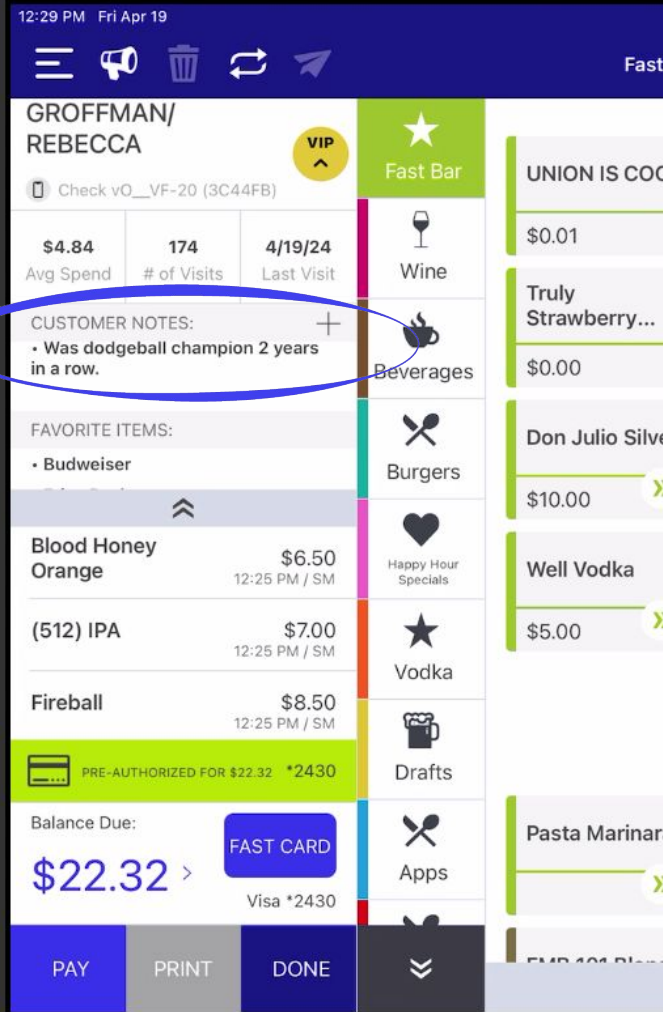
- **Union-funded rewards offer instant credits** to guests for trying new items while you and your bartender still receive full price
- Status & Loyalty takes it even further, by **rewarding frequency and purchase behavior** based on your own operational needs. Fully automated and intuitive to the guests.



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MAKE VIP MEAN SOMETHING

- Help your staff roll out the red carpet **everytime a regular walks in** with Union's CRM capabilities
- Personal notes keep every interaction personal, **and helps your most important guest feel at home**
- VIPs favorite items are automatically tracked so you can **know what they'll want before they do**



“

Our customers love the ability to control their own experience and leave when they want to. We're still giving them great service. We're still there when they need us, but now they can focus on having a good time instead of trying to wave me down.

Victory Tap, TX
Tripp Wiggins, Owner

”

BUILT FOR PROS, BY PROS

YOUR CUSTOMERS WILL THANK YOU

- Happy customers leave great reviews. The **reviews are glowing** for our partners.
- They reflect increasingly positive experiences unlocked by **the ease and efficiency** of Union's guest-led experience.
- In this new world of staffing shortages and declining service quality, Union venues **come out on top** every time.



JENNIFER RIVERS via YELP



Drawn in by the neon lights! Such a creative menu and everything was delicious...**Also appreciated the easy QR code ordering and payment system**

ERIC MARKS via GOOGLE



Amazing fast service here! **You order your food drinks from your phone and it opens your tab for you. Awesome idea!**

BRIAN JAMES via YELP



Great for football Sundays. **You order through the app and they bring it out to you. Way more convenient and responsive than normal waiter experience.**

NICOLE PETERS via GOOGLE



Two words... SUPER FUN!! Excellent food and amazon bar. Friendly staff. **Love the app you use to order food here.**

WHAT WE DELIVER

SOLUTIONS TO THE INDUSTRY'S PAIN POINTS

WORLD'S FASTEST POS

Extremely intuitive interface increases staff productivity

UNBEATABLE IN HIGH VOLUME

No lag times whether you have 1 or 1,000+ tabs open

MOST RELIABLE PLATFORM

Captures your funds no matter what, and never goes down like the others

VENUE SATISFACTION

Proud to have the highest satisfaction in the country

WHITE GLOVE 24/7 SUPPORT

Live human support. Staffed up during your busiest hours. No fees.

OPEN ARCHITECTURE

Union partners with the Industry's best payment processors

ELEVATED GUEST EXPERIENCE

Seamless scan, order & pay increases revenue and staff efficiency

REWARDS & LOYALTY

Automated rewards fully funded by Union designed to keep guests coming back



BUILT FOR PROS, BY PROS

**UNION IS THE
HIGHEST-RATED
PLATFORM IN THE
INDUSTRY FOR THE
HIGHEST-VOLUME
VENUES**

98%

Win rate vs
competitors

97%

Retention rate

94%

Referral rate



“

I have friends who own bars and restaurants that use other Point-of-Sale systems. I've listened to their stories and the headaches those systems cause. I always tell them, 'I know it's the last thing you want to do, but it's easy to make the switch. You won't regret it.

Victory Tap, TX
Tripp Wiggins, Owner

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VICTORY TAP, TX

- **Coined A 'Bar-restaurant'** - they are a neighborhood favorite with not only a great bar but a spectacular menu and dining experience
- **After experiencing Union's guest-led experience at a friend's restaurant** - they switched to Union to be able to manage their busy brunch and dinner volumes with their small team of core staff members
- **Guest are encouraged to view the menu and order drinks & appetizers in the app** - while staff are around to take food orders and ensure everyone has a great experience
- **The shift has paid dividends** - They now can run full service to all 35 tables with just 3 or 4 servers - **Staff is making more tips and guest satisfaction is at an all time high**



Our customers love the ability to control their own experience and leave when they want to. We're still giving them great service. We're still there when they need us, but now they can focus on having a good time instead of trying to wave me down.

TRIP WIGGINS , OWNER



John Lowe

11 reviews



3 weeks ago

NEW

This place is awesome. Good 🍔 and beverages but the star here is the service! Use the QR code to **order** and food and drinks appear at your table almost instantly! Why can't all restaurants run like this?!?!

SOCIAL TAP, CA

- **An elevated sports bar located directly across the street from the San Diego Padres Stadium** - gets really really busy before/during Padres Games
- **They have tried a number of solutions to serve the volume of customer without sacrificing experience** - but nothing seemed to work until shifting to Union's Guest-Led service model
- **During the rush, it used to take 20 minutes to get drink when** - now it is 2 minutes and guest love it
- **The service model shift has been so successful** - We see about \$1,500 in additional revenue during a busy hour

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"We often hear from customers that they are impressed with how smoothly our operations run and how quickly food and drinks come out, especially for such a busy bar."

JAKE SNYDER, GENERAL MANAGER



Customer Wait Times



BRITANNIA PUB, CA

- **Know by local as 'The Brit'** - the Santa Monica staple has been around for over 20 years
- **Made the switch to Union this spring-** after their legacy POS abruptly failed
- **Eager to improve the experience during their busiest hour without more labor -** Adopted the Guest-Led Table & Pick-up service model
- **Shortly after install they had their busiest day ever during an Eagles game** - they were able to maintain 2.5X their normal crowds with only 4 staff members.



It's actually mind blowing to me now how you could ever go back. It really is. Because it's just so easy, anyone who's not using it I look at them thinking, 'wow, this is just so old school.'

SONIA CAIN, MANAGER

CHECK SIZE

\$31.18

Average check
size without
guest-led service

\$70.55

Average
guest-led check
size

+126%

Difference in
check size

BOULDIN ACRES, TX

- **An expansive open-air patio bar with pickleball courts, kids playground & TVs** - leverages a Guest-Led service model to enable a faster and more rewarding guest experience
- **Staffing only Bartenders & Runners** - they have been able to deliver drinks within seconds vs minutes, without heavy labor costs
- **Taking full advantage of Union funded Rewards for their guest** - Bouldin has increased check size and generated an extra \$85K in revenue
- **The service model shift has been so successful** - Bouldin has opened a second location and is eying their third



With Union's Guest-Led Ordering service model, our venue has been able to nearly double what we thought was our busiest night.

MATT CARTER, OWNER

The average check size with a reward on it has been **33% higher** than those without, contributing to an extra **\$85,000** in revenue. **\$20K** more in staff tips.

“

With Union's Guest-Led Ordering service model, our venue has been able to nearly double what we thought was our busiest night.

Bouldin Acrs, TX
Matt Carter, Owner

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THE FEATURES THAT MATTER

UNIVERSAL TAB MANAGEMENT

One tab that can be managed by staff from any terminal or the guest's personal device

OFFLINE MODE

Don't lose a minute of service - If the network fails all terminals will still work together and let you run your business

TRANSACTION RECOVERY

All declines will be attempted to be recovered in an automatic 30-day recovery cycle

PEER TO PEER REPLICATION

Instance in one terminal replicates in another terminal instantly

CLOSE ALL WALK TABS AT ONCE

No more early mornings processing walked tabs. Simple, two clicks and done

CUSTOMIZED REPORTING SUITE

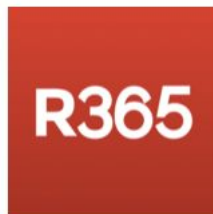
TURNKEY INTEGRATIONS

AND MORE...



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INDUSTRY LEADING **INTEGRATION** PARTNERS





TABLE

BA9



SCAN CODE TO VIEW MENU AND ORDER

TIP AND CLOSE IN THE APP

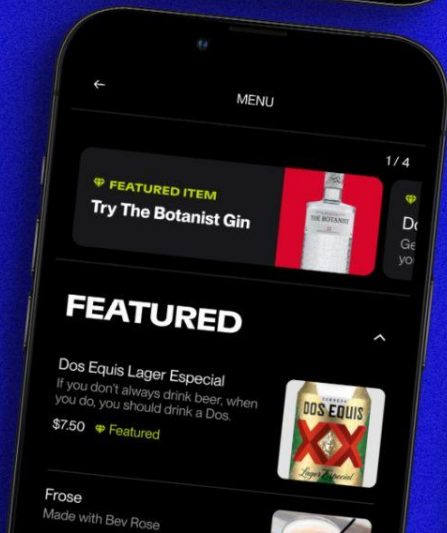
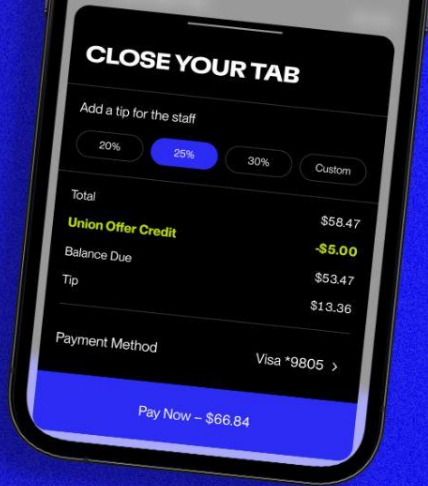
Then wave goodbye to your favorite bartender!



POWERED BY UNION



LOOK FOR REWARDS!
Instant cash credit off your tab



THANK YOU