

# ***TURN-O-MATIC***

*Are your customers  
always this happy?*



*Customer Flow Management*

***METO***<sup>®</sup>  
*Quality comes First*

# TURN-O-MATIC

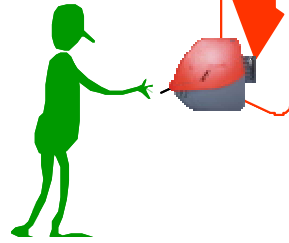
Have you ever wondered why customers return to the same places, even though they may offer the same products at a higher price?

The answer is Customer Service!

Using TURN-O-MATIC means that customers will be served in the right order but can walk around while they are waiting.

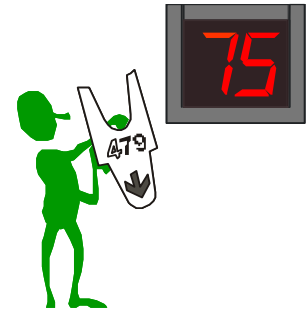
When customers are taking a number from a queuing system they feel more fairly treated and they get the feeling that service is more efficient. Giving them the freedom to move makes them feel less stressed and at the same time they tend to buy more.

1



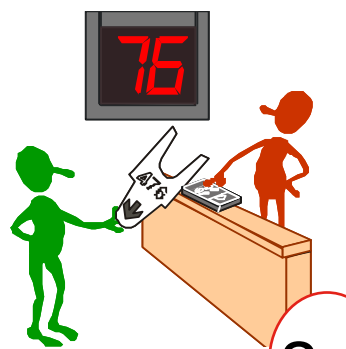
Arriving customers take a ticket from the dispenser.

2



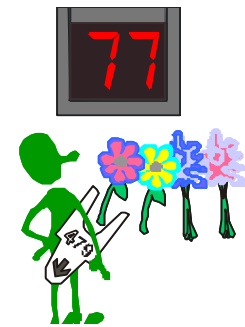
The ticket number reserves their turn for service.

3



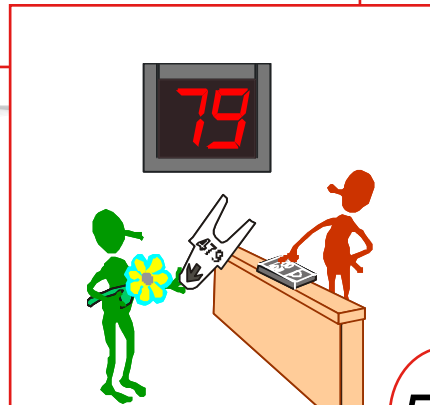
Service staff call each customer in turn by stepping the 'NOW SERVING' indicator.

4



Waiting customers are free to move around, browse, shop...

5



...until their serving turn number is displayed.



Customers remember good service



## BENEFITS FOR YOUR STAFF TOO

TURN-O-MATIC is not only an advantage to your customers. Your staff as well will benefit from the investment.

Being asked about the advantages of TURN-O-MATIC the following is stated\*:

- Stress is reduced
- We work better as a team
- Customer contact is more positive
- Customers are more civilised



Are  
your staff  
always this  
happy?

## TURN-O-MATIC

A TURN-O-MATIC system consists of a number of components that you can combine to suit your needs:

- Number Indicator
- Ticket Dispenser
- Push Buttons to change the displayed number
- Keypad
- Floor stand or counter stand for Dispenser
- Signal lamp
- Software to monitor activities



\* DNG Research

**METO**<sup>®</sup>  
A DIVISION OF *Checkpoint*

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Electronic Article Surveillance



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