

Ready helps Kalahari Resorts Boost Room Service Revenue and wow their guests

Since implementing Ready, Kalahari has experienced:

↑20%

INCREASE IN
PENNSYLVANIA ROOM
SERVICE REVENUE

100%

ORDER
ACCURACY

100%

ORDER
COMPLETION



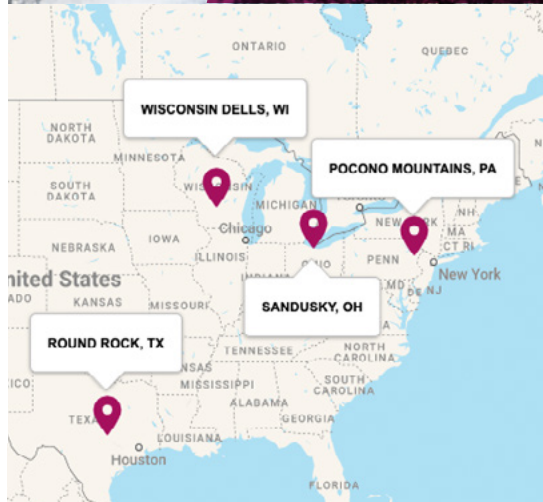
Why keep them waiting? Join the future and meet guests' demands for better order and pay experiences.



**GET TO KNOW KALAHARI
RESORTS & CONVENTIONS**

Home to America's Largest Indoor Waterparks

Kalahari Resorts & Conventions are full-service vacation destinations, including meeting & convention facilities, that combine America's largest indoor waterparks with the magic of Africa. Across its four resorts, Kalahari hosts over 4 million visitors per year and features family entertainment centers, luxury spas, adventurous restaurants, and a convention center that delivers experiences beyond expectations.



PROBLEM SPACE

Finding technology solutions that further Kalahari's mission to provide guest experiences beyond expectations

Kalahari Resorts are no strangers to technology innovation. Their resorts are in the process of transitioning to cashless, accepting credit and mobile payments (Apple/Google Pay) as well as room charges through an RFID wristband. They offer kiosks to exchange cash for a Mastercard that can be used anywhere Mastercard is accepted.

In their mission to continue to improve their guests' experiences, Kalahari Resorts wanted to find a technology solution that gave guests the freedom to more easily be served within many food and beverage outlets in the resort. To that end, they were looking for a leading-edge order & pay solution that fit their strategy of technology integration, allowing them to serve guests anywhere in their resort — from poolside cabanas, to the golf course, to their rooms and suites. They required a solution that integrated with their POS system and could improve their guest experience, their operations, and their staff experience.

SOLUTION

Innovation to improve guest experience & increase revenue

Already tech-forward, Ready has brought even more of the “wow factor” that guests experience at Kalahari Resorts. It fits their guest-experience-first strategy, allowing their guests to order and pay for food and drinks throughout the resort, including the waterpark, with a simple scan of a QR code on a mobile device.

Ready enhances guest experiences by giving them the service they want when they want it. It's simple and flawless — both for the guest and the staff at Kalahari. Kalahari Food and

Beverage Director at the Pocono Mountains, PA property, Stacey Calles, found the Ready interface design was beautiful and intuitive, making it not only easy for guests to use, but a way of ordering and paying they *wanted* to use.

Not only was the guest experience proving to be exactly what Kalahari was looking for, but the staff experience and onboarding was also very well received. Training was part of the implementation and helped ensure the addition of Ready to Kalahari's already innovative services was seamless.

RESULTS

INCREASED REVENUE

Since implementing Ready, Kalahari has seen room service revenue **increase by 20% at its PA resort.** This is because they capture more guests with more touchpoints for ordering food and drinks.

↑20%
INCREASE IN PENNSYLVANIA
ROOM SERVICE REVENUE

FLAWLESS EFFICIENCY

Ready has improved Kalahari's operational efficiency, allowing more orders, and seamless integration between guests, back of house, and servers. In fact, since implementation Ready has been flawless with a **100% order accuracy** and a **100% order completion.**

100%
ORDER
ACCURACY

IMPLEMENTATION & SUPPORT

With Ready, Kalahari has implemented an order & pay system on time and on budget with helpful support. Ready's easy to use and beautifully designed interface make it easy for the Kalahari staff to use by getting orders out quickly.

100%
ORDER
COMPLETION





Testimonials

We have seen an increase in food and beverage revenue, we're able to capture a lot more guests and as orders come to the kitchen, we're ready to go.

It was definitely easy to train our staff with Ready, it was easy to understand the platform.



Stacey Calles
Food & Beverage Director
Pocono Mountains, PA

Ready is a great team. The time frames were met and we appreciate the team's persistence.



Nicholas Brana
Corporate IT Director



Get In Touch

If you want to find out more about how Ready's order & pay hospitality, entertainment and restaurant tech can help your brand increase revenue and improve customer experiences, just like it did for Kalahari, please get in touch with our team today.



[readytopay.com](https://www.readytopay.com)



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About Ready

Ready partners with innovative restaurant, foodservice, and hospitality brands to create frictionless order & pay experiences that WOW guests and is redefining service as we know it.

Our mobile-first flexible order & pay dining platform empowers guests with more choice, boosts revenue, and connects brands directly with customers.

We are a company of food lovers whose goal is to make guests, servers, and operators say, "Why hasn't it always been like this?"

Our clients are Restaurants, Hotels, Stadiums, Venues, and anywhere food or drinks are served.

Ready to order. Ready to pay. Ready when you are.

Why keep them waiting? Join the future and meet guests' demands for better order and pay experiences.