

# Customer Awareness System Typical Installations

## Hotel Check-In



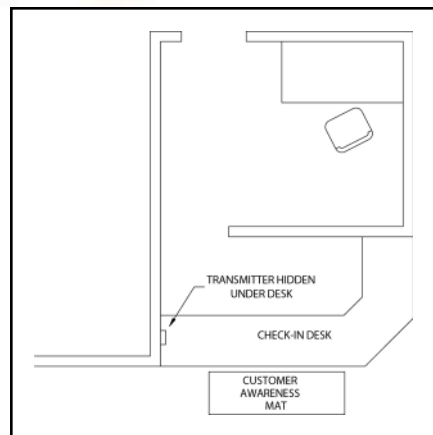
## Office Setting



## Restaurant



Overhead Drawing  
Hotel Check-In



The drawings in this piece illustrate a typical installation of the Larco Customer Awareness System. In a office, hotel, or restaurant setting, the CAS can be used to alert personnel busy in other areas to the presence of a customer needing assistance.

When customers approach a customer service station or counter like the hotel desk shown above, they step onto the CAS sensing mat, which sends a remote signal to a small pager worn by customer service personnel. The optional ultra-thin mat, shown above, hides easily under floor rugs, concealing everything but superior customer service. The drawing at left is a top view drawing of how the CAS might be installed in a hotel situation like the one illustrated above.

## Deli Counter

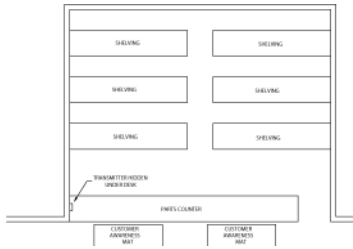


In a grocery store or deli, the CAS can be used at a service counter to alert personnel working in other areas of a customer needing assistance. The illustration at right shows the CAS "Press for Service" switch which can be easily mounted to an adjacent wall or to the counter-top itself. The switch works in the same way as the CAS mat—sending a remote signal to a pager worn by service personnel.

### Parts Service Counter

In the example on the left, the Customer Awareness System is used in a retail setting at a parts counter. The employee shown is working in a store room stocking shelves or confirming inventory. When a customer approaches the parts service counter, the employee's pager alerts him that he is needed at the counter.

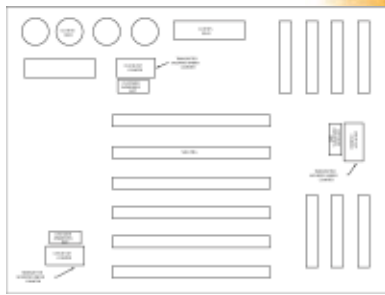
Overhead Drawing



### Retail Clothing or Department Store

In a retail clothing store setting like the one shown at right, employees may be responsible for more than one department or service area. It's impossible for employees straightening clothing racks or pricing merchandise to know when a customer at a counter in another department needs assistance unless the employee is wearing the Customer Awareness System pager. With one pager, an employee can monitor up to three customer service zones and receive audio and visual indicators to help them respond to customers in specific areas of the store. The CAS system helps the employee multi-task easier and still respond quickly to customer needs, which improves customer service and customer loyalty.

Overhead Drawing



### Loading Dock

In today's high-security environment, many retail, warehousing and manufacturing facilities are forced to keep loading dock security tight by locking doors. When shipping and receiving personnel are busy in other areas, the CAS will alert them to people waiting for assistance on the loading dock via a weather-proof mat placed on the dock or a wall switch, as in the drawing at left.

Overhead Drawing

