

Look after the guests. Have a plan for everything behind the service.

Bookings, orders, payments and guest Wi-Fi all depend on technology people rarely notice until it stops. C9 helps connect those moving parts around the way your venue actually runs.



Illustrative imagery. This portfolio describes solution approaches, not a completed customer project.

Cafés & restaurants · Hotels · Venue groups

Inside: everyday priorities, C9 capabilities, practical delivery and the next conversation.

THE WORKING DAY

A busy service is the wrong time to find the weak link.

Front of house cannot pause the room while someone works out whether the fault belongs to the internet provider, the network or the till supplier. A useful technology plan connects those responsibilities before the Friday-night rush.

Payments and orders share the network

Terminals, ordering systems and back-office tools need their dependencies understood. Guest traffic should be considered separately.

Coverage that misses the guest

A connection at reception says little about the far room, courtyard or function space. Wireless coverage needs to follow the building and how it is used.

Changes between services

Installation, maintenance and provider support need to fit around check-in, prep and service periods, with support hours agreed explicitly.

CAPABILITIES AT WORK

From the first booking to the last payment.

Before service

Bookings are checked, terminals are prepared and menus or event information are updated. Connectivity, operational devices and display schedules are checked as part of venue readiness.

At the busy point

Guests connect to Wi-Fi while the team takes orders and processes payments. Network design considers those different demands and separates access where required.

When something stops

A terminal or connection fails while guests are waiting. Staff have a documented reporting path and agreed fallback steps, rather than a list of suppliers to guess between.

Capabilities with a clear operational purpose.

The services, responsibilities and delivery plan are agreed around your environment.

Business connectivity

Review site availability and backup options, including which agreed services can keep operating if the main link fails.

- Check the needs of POS, reservations and property systems.
- Review carrier options for the actual address.
- Test agreed workflows when switching to backup connectivity.

What this contributes: Venue managers know which services depend on the link and which fallback arrangements have actually been checked.

[Explore Business connectivity](#)

Venue & guest Wi-Fi

Plan coverage, guest access and network separation around front of house, staff areas, rooms and outdoor spaces.

- Survey rooms, service areas and outdoor spaces.
- Plan capacity and access for guests and operational devices.
- Check coverage where people use the service, not just near the router.

What this contributes: The wireless design reflects the venue layout and demand, reducing reliance on improvised access-point placement.

[Explore Venue & guest Wi-Fi](#)

Connect the tools to the way people work.

Bookings & business calls

Set up routing, opening hours and overflow around reservations, reception and functions teams.

- Map bookings, reception and events-team calls.
- Agree queues, messages and overflow arrangements.
- Check routing across opening hours and seasonal changes.

What this contributes: Enquiries have a planned path during service, when staff may not be able to answer the first ring.

[Explore Bookings & business calls](#)

Menus, notices & venue displays

Match screens and content scheduling to menus, events and guest information, with updates owned by the right people.

- Choose displays suited to menu, event or guest information.
- Assign content owners and publishing access.
- Set schedules and check readability from the guest's position.

What this contributes: Menu and event updates are easier to coordinate without passing USB drives between busy staff.

[Explore Menus, notices & venue displays](#)

Support the people doing the work.

Coordinated technology support

Document vendor boundaries for POS, property systems and the network, so faults have a defined escalation route.

- Record contacts and responsibilities across specialist suppliers.
- Agree support hours and escalation before relying on them.
- Keep changes and equipment records up to date.

What this contributes: The duty manager knows how to report an issue and who coordinates the next step within the agreed service scope.

[Explore Coordinated technology support](#)

Front of house

A clearer support process during a busy service.

Venue managers

Known dependencies and maintenance windows that fit operations.

Marketing and events

A manageable process for guest-facing content.

Owners and group operations

A consistent basis for support and future venue upgrades.

A PRACTICAL EXAMPLE

A venue refresh that goes beyond new screens.

A venue is updating its menu boards and taking more online bookings. Before adding devices, check network capacity, screen locations, power, cabling and who will publish content. The operational details matter as much as the hardware.

Illustrative approach, not a completed customer project.

Survey

Coverage and cabling across service, guest and back-of-house areas.

Separate

Guest use from operational traffic where the design requires it.

Rehearse

Content updates, calling and the agreed connection-recovery steps before a busy shift.

FROM PLAN TO HANDOVER

Bring the details together.

01 / Walk the venue

Understand bookings, orders, payments, guest areas and the busiest service windows.

02 / Coordinate the providers

Confirm what the POS, booking or property-system supplier needs from the network.

03 / Stage the installation

Prepare equipment and schedule changes around service with a recovery plan.

04 / Test the whole shift

Check critical workflows with staff and document the support arrangements, including hours and escalation.

KEEPING WORK MOVING

Plan for the interruption. Not just the installation.

A smooth working day depends on preparation, clear responsibilities and a usable response when something goes wrong.

Work around the service

Agree installation windows and decision-makers before a cutover, including what happens if work runs beyond the window.

Test payment dependencies

Coordinate with the terminal and POS providers because a working internet backup alone does not prove payments will continue.

Keep the duty team informed

Leave usable fault-reporting instructions and named escalation contacts, with coverage hours clearly stated.

BEYOND HANDOVER

Keep checking the things that matter.

Agree what to review against your starting position and service scope. Useful measures should reflect the work your team is trying to do.

- Guest coverage complaints by location
- Repeated faults affecting orders or payments
- Accuracy of menus and event displays
- Support delays caused by unclear supplier responsibility

Review findings can inform the next change, a supplier conversation or a decision to leave a working system alone.

BEFORE YOU DECIDE

A few useful answers.

Will a backup link keep everything running?

That needs testing. Payment terminals and applications can behave differently when a connection changes. The plan should name the services covered and any limitations.

Can you work with our POS supplier?

Yes. We can coordinate the agreed network and connectivity requirements while your POS supplier retains responsibility for its application and equipment.

YOUR NEXT STEP

Plan the technology before the next busy service.

Tell us about your venue, current systems and the moments when things slow down. We can help identify what needs attention first.

Bring these details to the conversation

- Your locations, people and current technology providers.
- The interruptions or changes that prompted the review.
- Any planned openings, renewals or deadlines.

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