



HALO
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**WELCOME to
HALO DINING**



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WELCOME TO HALO Dining

I am extremely excited to reveal that Halo Dining has successfully launched in Australia! Congratulations for being among the first in the world to be part of this revolutionary new app, which gives diners the chance to book their favourite local restaurant to come and prepare and serve dinner in their home. This is not just about dropping food off at the door, but bringing the complete restaurant experience to people in the privacy and comfort of their own homes through an easy-to-use app.

By signing up to Halo Dining, you now have the ability to expand your dining room and offer your staff more hours. Best of all, it's FREE for the first six weeks, so you have plenty of time to make sure the platform is right for you. Please get in touch with any feedback you have during this time.

The app is the culmination of my 40 years' experience in the industry as a chef, caterer, restaurateur and consultant. Hosts select the restaurant based on their desired time, date and location of their booking, depending on restaurant availability. They then choose from the menus you offer and invite their guests, and a chef and waiter turn up, set the table, cook the meal, serve them, and even do the dishes. You will be able to see photos of the host's kitchen, dining room and utensils and communicate with them directly via the app. You can also set your minimum spends and the pricing is fixed, so there's no negotiating. Just put the menus up and away you go! Halo Dining is designed to be a premium offer and to a point pricing is less important, as the people who will be using this are looking for an experience.

Our recent customer survey found that 98% would like their favourite restaurant to come to their house and provide a restaurant experience, and the price was not a hurdle. We also found that customers would fit into when their favourite restaurant was available and not necessarily when they wanted them.

I strongly believe Halo Dining will change the way people think about dining and entertainment. We want you to know that we are here to help with any questions you may have, so please don't hesitate to get in touch.

I look forward to working with you.



Tom Rutherford
'Founder'



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WHY



HALO D I N I N G

WHY BECOME A HALO RESTAURANT?



EXPAND DINING ROOM CAPACITY

Halo Dining gives you the opportunity to reach more customers beyond the four walls of your restaurant, by going into their homes to offer a dining experience



INCREASE BUSINESS OPPORTUNITY

It's a way of taking your business further and gaining wider marketing exposure



OFFER STAFF MORE HOURS

This unique concept gives you the chance to increase the number of hours your staff work, making you a more appealing employer who is able to attract and retain the best workers



HALO D I N I N G

THE EXPERIENCE

RESTAURANT EXPERIENCE



1 Host makes reservation and orders meal



2 Restaurant confirms reservation details



3 Restaurant prepares cuisine and arranges cook/server/waiter



5 Cook/server arrive 1 hour before guests, prepares and sets table



6 Cook/server cooks and serves meals and wine



7 Cook/server cleans up and finalises check with host

HOST EXPERIENCE



1 Host makes reservation at favourite restaurant at home on the Halo Dining App



2 Confirm either single or shared payment options



3 Booking confirmed with restaurant



5 Cook/server arrive 1 hour prior to guests, prepares and sets table



6 Guests arrive and cook/server offer drinks and serves meal



7 Cook/server cleans up and finalises check with host



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BEFORE YOU START, PLEASE FOLLOW THESE STEPS

Step 1: Setup your Stripe account

Halo Dining takes online credit card payments using Stripe. You will need to set up a Stripe account to receive payments directly to your bank account.

Setup is a straightforward process and can be completed by visiting the link we will send you. You have seven days to complete this before the link expires, we suggest you do this first and return for the other details when you are ready.

You will need to enter your Stripe details in Settings in Account details on the Halo Dining App

If you already have a stripe account you can use that number and enter that into the Halo Dining App, however If you connect your existing account to Halo, the Halo app will be able to see all your transactions i.e., all non-Halo transaction also. If you are ok with this, you need to be logged into your Stripe account and then you can visit here; <https://bit.ly/3pScBFf>

If you are not comfortable with that, they can create a 2nd Stripe account just for Halo. To do this, they visit this link; <https://bit.ly/3sjMito>

Step 2: Log into the App

Your login details for the App will be emailed to you and you can login at this address: <https://app.halodining.com/partner>

Step 3: Reset your password.

Please locate the Account details page under the menu button to change your password.

Step 4: Complete your restaurant profile.

Under Account Details enter all of your profile details, including pictures which represent your restaurant the best.

In Settings you can set up your surcharges Minimum Spend (which includes you staffing), staffing cost, and what this represents (Cook/server or Chef and a Waiter) This needs to be the total cost of either one or more depending on how you would like to provide. In the "Staff Cost Description" say what the costs represents. zYou will also set up the radius from your restaurant you will serve to, the bigger the radius, the more dinners you will be visible to.

In this section, you will need to enter your Stripe account number you would have received when setting up your account.



Step 5: Calculate your minimum spend.

We recognise that setting your minimum spend can be a tricky thing to work out, so we have made it easy for you and created a minimum spend calculator, which I have attached and is available in the partner resources, along with a video on how to use it to best calculate your minimum spend.

1. Nominate your notional number of guests you would expect at each event.
2. Calculate your average cost for a 3-course meal at your restaurant.
3. Calculate the hours your staff will be required to work on the event.

Remember, the meals' preparation is inclusive in your regular restaurant pricing, so this is only for time spent on the event.

4. Enter the pay rates for each staff member
5. Estimate your travel costs and y contingency, covering all other expenses, including Halo fees.

The result at the bottom will be your minimum spend

Step 5: Set your availability

From the Menu, you will also be able to set up your availability on which days and services you will provide your Halo Dining experiences and how many for each you would like to do.

Step 6: Add staff

You can add staff members and assign them to a booking. The App will automatically let the staff member know they have included in an event booking; they will be able to log in and see the event details and when they are required. They will also be able to sign off the event on their phone at the conclusion of the event.

Step 7: Add discount codes

Add any discount codes for early week promotions and specific days and service periods, by percentage or dollar discounts.

Step 8: Create your menus

In the first instance, we will set up your menus; on the second tab of the Spend and Menu Maker file attached is a pro former for you to fill in to make things easy. Replace the placeholders with your selected menu items and allocate an approximate serving weight per person per menu item. You can do one or both menu styles; the second plated menu allows the dinner a choice. Platters are shared down the middle of the table, and plated menus are served individually. Once you have done that, please provide a minimum of 6 of the follows menu items that dinners can add to their chosen menus. Canapés, additional Dining Extras (like salads, vegetables or antipasto platter) and 6 Beers, 2 Sparkling, 6 White Wines, 6 Red Wines and 6 Cocktails. Weights are a mandatory field, so dinners know what they are getting. Please send me the photos of as many of your menu items you have, as people eat with their eyes; these additional items will boost the spend very quickly.

Adding menus is simple; the menu items button allows you to add multiple dishes without pricing or weight; you will add the price and weight once you build your menus. On the menu page, you can develop your menus by type, pricing option and menu selection you will offer. Create a simple menu with no choice or a more elaborate menu options with multiple choices for hosts and guests to choose from; it's up to you, set menus with no choice or full a la carte where you will let diners choose from several dishes just like at your restaurant. Remember this is a restaurant experience at home.



I will be making numerous videos to set them up and add additional items like dining extras (an antipasto to a platter of oysters perhaps), Canapés for before dinner, side dishes, petit fours and of course beverages because everyone should have a cocktail before dinner. We have even built into the menu maker the ability to nominate whether you require all guests to have a specific menu item like canapes or cocktails or whether they can order just 1 of that item (By per item or per person). Some fields are mandatory like weight, and the number serves a menu item represents.

Step 9: Share with your customers.

Once you have set your menus, use this link to share with your clients to sign up, invite their guests, even share the cost and book you for their first-ever Halo Dining experience <https://app.halodining.com/signup>.

We have created a Mailchimp template for you to send your invites now and in the future, when you market this to your greater client audience. Please find it here. <https://bit.ly/38ceB65>

Help and Partner Resources

Here is a link to the Partner Resource page which is also available from the Help menu when you log in. You will find, FAQ's, videos on how to set up your menus and more to assist you in using the Halo Dining App to its best: <https://halodining.com/partners/resources/> and the password is: hdpartner

There is also be a help desk on the App where you can ask a question, and we will promptly address your queries.



HALO DINING | 101

What sort of person is the best person to perform a Halo Dining Experience?

Someone with a big smile, pleasant demeanour and can-do attitude

Someone who can think on their feet and resolve issues if they arise

Someone who can multi-task between the kitchen and the dining room

Someone with a sense of urgency.

Someone who has experience in your restaurant and the service levels you provide

A chef with a service mentality or a waiter with cooking prowess

Remember, they represent your restaurant they should convey the ethos you deliver

How do I market and ensure I am on-brand?

Branded menus are an excellent way of promoting who is providing the dining experience

Branded uniforms, napkins and even coasters are also a method of ensuring every guests you come in contact remembers the experience and importantly who provided the service

We will be building a paid advertising promotion into the App on the coming months so you are able to ensure that your restaurant comes to the top of the list when hosts are booking events

We are also building into the app a loyalty program, where hosts and guests and like your page to get up to date menus and promotions you will have

Before you leave your restaurant

Create a checklist of what you are taking, menu elements, equipment, first aid kit and don't forget to pack you smile

Double check your pack against your list of inclusions required

Provide final instructions from the chef and front of the house to the cook-server

Check that the cook-server has the details on his phone on the app for the Halo Dining experience

Remember to use the extraction unit at the host kitchen to extract my cooking smells

Consider this timeline for your chef and waiter or cook/server to follow:

Arrive at the hosts home know less than one before the guests arrive.



- 0:00** As you arrive meet the host and place your boxes in the kitchen
- 0:02** Inspect the dining room and discuss the timing with the host (arrival, drinks and seated), find out where the tableware is stored
- 0:05** Place your chilled elements in the refrigerator and turn on the oven (if required)
- 0:07** Organise meal elements on trays ready to heat and serve course by course
- 0:20** Set the table
- 0:30** If you are supplying the wine, set it in the dining room, if the host is providing identify where it is and set ready for serving (we suggest you open several of each in readiness)
- 0:35** Prepare pre-dinner drinks and have glasses ready
- 0:35** Prepare entrée plates and entrée elements for plating
- 0:40** Prepare main course plates and main elements for plating
- 0:45** Prepare dessert plates and dessert elements for plating
- 0:50** Check dining room lighting and setting
- 0:55** Tray pre-dinner drinks in readiness for guest arrival
- 1:00** Guests arrive & serve drinks
plating if hot or warm place in the oven
- 1:20** Guests seated, offer wine and water
- 1:30** Serve entrée
- 1:35** Top-up wines and water
- 1:40** Start heating main course elements
- 1:45** Top-up wines and water
- 1:50** Clear entree
- 1:55** Place plates and cutlery in the dishwasher
- 2:00** Serve the main course
- 2:10** Top-up wines and water
- 2:30** Top-up wines and water
Prepare dessert for plating
- 2:40** Clear main course
- 2:50** Top-up wines and water
- 3:00** Plate and serve dessert
- 3:10** Place plates and cutlery in the dishwasher
- 3:20** Clear dessert
- 3:30** Place plates and cutlery in the dishwasher and turn on. Wipe benches and leave the kitchen in a tidy condition
- 2:40** Top-up wines and water
- 3:45** Speak to host and request sign off on the dining experience.
- 3:50** Say goodbye and depart



EQUIPMENT

The Halo Dining App has a built in Equipment database of the following items. You will be able add additional items as required, however please consider you are cooking in a domestic kitchen. We recommend you take all of your own small equipment like knives, tongs, cooking equipment and specialty dishes and serving

Kitchen

Stove
Oven
BBQ
Fryer
Fridge
Freezer
Microwave
Roasting Tray
Baking Tray
Small Pot (1lt)
Medium Pot (2.5lt)
Large Pot (5lt)
Frying Pan (300mm)
Chopping Board

Glassware

White Wine Glass
Red Wine Glass
Highball Glass
Old Fashioned Glass
Cocktail Glass
Martini Glass
Shot Glass

Cutlery

Entrée Knife
Entrée fork
Main Knife
Main Fork
Dessert Spoon
Dessert Fork
Teaspoon
Soup Spoon
Butter Knife
Serving Cutlery or Tongs

Crockery

Side Plate
Entrée Plate
Main Plate
Bowl/Pasta (Large)
Bowl/Pasta (Small)
Coffee Cup and Saucer
Sauce Jug
Small Platter
Medium Platter
Large Platter
Small Salad Bowl
Medium Salad Bowl
Large Salad Bowl



HOW TO WRITE YOUR HALO MENUS 101

Before you start writing your menus, please consider these important points

- If you are new to catering outside your venue, consider your startup menus to be fixed priced platters only,
- Don't over complicate the process, keep it simple until you have done a few,
- Limit the plating to have between 3 and 5 elements including sauce and garnish
- Pre-seal and chill your protein ingredients before you leave your restaurant
- Using vacuum packs is the best way to transport and reheat your meals
- Provide training to you cook-servers on the best heating, plating and service methods
- Make a list of each meal element below the menu as a checklist to ensure they are packed; it will cost you plenty if you forget something
- Write your menus which will require minimal equipment which would typically be found in any domestic kitchens
- Consider starting your Halo Dining journey with your home delivery model, you would have already thought through the delivery and plating methodology, just add a cook-server waiter or a chef and a waiter to deliver and serve it the way you do in your restaurant

Menu items to avoid

- Deep fried items
- Menu items which create smoke and smell throughout a residence
- Menu items with more than 4-5 plate placements



SET PRICE MENUS

Start with this menu style then move to more complex menus detailed in the Partner Recourses in the Help section of the App

Once you have created these menu styles, add canapes, petite fours, dining extras and beverages around them to dinners to add to their menu purchases

Platters

- Cost this as a 2 course and 3 course options
- Provide 2 options at 2 different price points
- State how much of each dish you will provide per person in grams
- Equipment required
- Add a photo

1. SET MENU (no choice)

- 2-3 platters for entrees
- 2-3 platter for mains
- 2-3 sides to accompany mains
- 2-3 platters for dessert

Plated

- Cost this as a 2 course and 3 course options
- Provide 2 options at 2 different price points
- State the portion size for each dish in grams
- Equipment required
- Add a photo

2. SET MENUS (no choice)

- provide 2 options at 2 different price points
- 1 entrée
- 1 main
- 1 dessert



SAMPLE PLATTER MENU | 1

2 Courses \$80 p/p

3 Courses \$120 p/p

You can enhance your menu by adding additional dishes, dining extra's, and beverages as you wish

Entree

Sumac salted squid & house sweet chilli salad (60g p/p)

(Equipment: 30cm Platter, Serving tongs, 250mm plate, entrée knife, entrée fork, Stove, Oven, Fridge)
(photo)

Wild rice & exotic mushroom salad w fried confit garlic & basil (70g p/p)

(Equipment: 30cm Platter, Serving tongs, 250mm plate, entrée knife, entrée fork, Fridge, Microwave)
(photo)

Mains

Succulent organic & free-range chicken breast w lemon scented char-grilled courgettes (120g p/p)

(Equipment: 30cm Platter, Serving tongs, 250mm plate, Main knife, Main fork, Stove, Oven, Fridge)
(photo)

Grass fed, black angus beef filet on a ratatouille flans & warm chilli & tomato chutney (160g p/p)

(Equipment: 30cm Platter, Serving tongs, 250mm plate, Main knife, Main fork, Fridge, Stove, Oven)
(photo)

Sides

A salad of small spring leaves (50g p/p)

(Equipment: Medium Bowl, serving tongs, Fridge) (photo)

Desserts

Tarte tatin & honey heaven (70g p/p)

(Equipment: 30cm Platter, Serving tongs, 200mm plate, Dessert spoon, Dessert fork) (photo)

Sorbets & ice creams (60g p/p)

(Equipment: Medium bowl, 200mm plate, Dessert spoon, Dessert fork, Freezer) (photo)



SAMPLE PLATTER MENU | 2

2 Courses \$110 p/p

3 Courses \$140 p/p

You can enhance your menu by adding additional dishes, dining extra's, and beverages as you wish

Entree

Sumac salted squid & house sweet chilli salad (60g p/p)

Sweet crystal bay prawns, palm heart, macadamia & cucumber (80g p/p)

Wild rice & exotic mushroom salad w fried confit garlic & basil (70g p/p)

Mains

Succulent organic & free-range chicken breast w lemon scented char-grilled courgettes (120g p/p)

Grass fed, black angus beef filet on a ratatouille flans & warm chilli & tomato chutney (160g p/p)

Char-grilled sashimi tuna w Japanese potato salad, wasabi drizzle (90g p/p)

Sides

A salad of small spring leaves (50g p/p)

Duck fat Sebago's w confit garlic aioli (90g p/p)

Desserts

Banana brulée (70g p/p)

Tarte tatin & honey heaven (70g p/p)

Sorbets & ice creams (60g p/p)



SAMPLE PLATED MENU | 1

2 Courses \$80 p/p

3 Courses \$120 p/p

You can enhance your menu by adding additional dishes, dining extra's, and beverages as you wish

Entree

Herbed chicken and avocado salad (180g p/p)

Mains

Slow roasted ocean trout with tiny root vegetables and saffron beurre blanc (250g p/p)

Desserts

Sorbets & ice creams (160g p/p)

SAMPLE PLATED MENU | 2

2 Courses \$110 p/p

3 Courses \$140 p/p

You can enhance your menu by adding additional dishes, dining extra's, and beverages as you wish

Entree

Sweet crystal bay prawns, palm heart, macadamia & cucumber (180g p/p)

Mains

Grass fed, black angus beef filet on a ratatouille flans & warm chilli & tomato chutney (160g p/p)

Sides

Duck fat Sebago's w confit garlic aioli (90g p/p)

Desserts

Tarte tatin & honey heaven (720g p/p)

Please note portion size and weight of each dish have changed as these are individual dishes and not shared



SET MENUS (with choice)

- Choice of **1 from each course** (all guests have the same)
- Choice of **2 or more** (guests get to select their meal from a shortened menu decided by the host)
- Equipment required
- 3 entrees
- 3 mains
- 3 desserts

Sample Menu 1

2 Courses \$80 p/p

3 Courses \$120 p/p

Select 1 dishes from each course, you can enhance your menu by adding additional dishes, dining extra's, and beverages as you wish

You can enhance your menu by adding additional dishes, dining extra's, and beverages as you wish

Entree

Spicy smoked salmon salad with sweet vermouth sauce (180g)

Herbed chicken and avocado salad (170g)

Mediterranean vegetable terrine and basil pesto vinaigrette. (170g)

Mains

Succulent organic & free-range chicken breast w lemon scented char-grilled courgettes (220g)

Slow roasted ocean trout with tiny root vegetables and saffron beurre blanc (220g)

Logs of succulent lamb with small seasonal vegetables and a pesto jus. (240g)

Desserts

Tarte tatin & honey heaven (170g)

Sorbets & ice creams (160g)

Caramelised pears and coeur a la crème. (150g)

Sample Menu 2

2 Courses \$110 p/p

3 Courses \$140 p/p

Select 1 dishes from each course, you can enhance your menu by adding additional dishes, dining extra's, and beverages as you wish

Entree

Sumac salted squid & house sweet chilli salad (160g)

Sweet crystal bay prawns, palm heart, macadamia & cucumber (180g)

Wild rice & exotic mushroom salad w fried confit garlic & basil (170g)

Mains

Grass fed, black angus beef filet on a ratatouille flans & warm chilli & tomato chutney (260g)

Char-grilled sashimi tuna w Japanese potato salad, wasabi drizzle (190g)

Corn fed beef medallions with three herbs and mustard and hot buttered spinach (260g)

Desserts

Banana brulée (150g)

Caramelised lemon and lime flan, with vanilla bean ice cream (150g)

Chocolate truffle cake with sauce melba & double clotted cream (140g)



A LA CARTE

- Provide a list of the following with portion size in grams and cost per item
- Choice of **1 from each course** (all guests have the same)
- Choice of **2 or more** (guests get to select their meal from a shortened menu decided by the host)
- Equipment required
- 6-8 entrees
- 6-8 mains
- 6-8 desserts

You can enhance your menu by adding additional dishes, dining extra's, and beverages as you wish

Entree

- Sumac salted squid & house sweet chilli salad (160g) \$32
- Sweet crystal bay prawns, palm heart, macadamia & cucumber (180g) \$35
- Wild rice & exotic mushroom salad w fried confit garlic & basil (170g) \$30
- Spicy smoked salmon salad with sweet vermouth sauce (180g) \$35
- Herbed chicken and avocado salad (170g) \$32
- Mediterranean vegetable terrine and basil pesto vinaigrette. (170g) \$28

Mains

- Succulent organic, free-range chicken breast w lemon scented char-grilled courgettes (250g) \$45
- Grass fed, black angus beef filet on a ratatouille flans & warm chilli & tomato chutney (360g) \$60
- Char-grilled sashimi tuna w Japanese potato salad, wasabi drizzle (190g) \$55
- Corn fed beef medallions with three herbs and mustard and hot buttered spinach (260g) \$45
- Slow roasted ocean trout with tiny root vegetables and saffron beurre blanc (220g) \$48
- Logs of succulent lamb with small seasonal vegetables and a pesto jus. (240g) \$42

Sides

- A salad of small spring leaves (150g) \$15
- Duck fat Sebago's w confit garlic aioli (1190g) \$18
- Fondant Potatoes (60g) \$18
- BBQ's field mushrooms and sweet balsamic (160g p/p) \$15
- Green Bean and toasted almonds (160g) \$18
- Sugar Snaps and tarragon Butter (160g) \$18

Desserts

- Banana brulée (150g) \$28
- Tarte tatin & honey heaven (170g) \$28
- Sorbets & ice creams (160g) \$25
- Caramelised lemon and lime flan, with vanilla bean ice cream (150g) \$\$28
- Chocolate truffle cake with sauce melba & double clotted cream (140g) \$32
- Caramelised pears and coeur a la crème. (130g) \$28



ADDITIONAL ITEMS FOR SELECTION OVER AND ABOVE MENUS TO SELL MORE

CANAPES

- State weight in grams and cost per item
- Categorise Canapes as “Per Person” when selecting “Cost Type” (requires everyone attending the event to have one)
- Equipment required
- 6-10 canapes
- Add a photo

1 piece per person for all guests attending (per person)

Petit chicken and almond croissants. (80g) \$12

(Equipment: Serving Platter, Oven) (photo)

Coriander chicken in pappadam baskets. (80g) \$9

Smoked salmon pillows on melba toast. (80g) \$11

Peking duckling pancakes. (80g) \$10

Prawn and pesto flan. (80g) \$12

Sydney rock oysters and Tahitian lime. (80g) \$6

Savannah crab cakes. (80g) \$15

Coriander chicken in pappadam baskets (80g) \$10

Fingerling potatoes and salmon caviar. (80g) \$12

Grilled spanner crab polenta. (80g) \$ 14

Peking duckling pancakes. (80g) \$14

Melted salmon and avocado tart. (80g) \$12



DINING EXTRAS

- State how many portions each item serves
- State how many grams each item weighs in grams
- Equipment required
- Add a photo

Grain, vegetable and traditional breads. (70g) \$6 (per person)

brasserie bread sour dough & first press olive oil (50g) \$7 (per person)

handmade roast garlic bread stick & hot chilli oil (150g) (2 serves) \$12

Salted and roasted pistachios (100g) (2 serves) \$7

Marinated olives (100g) (2 Serves) \$7

Mezze/Antipasto (180g p/p) \$24 (per person)

A salad of small spring leaves (75g p/p) \$15 (per person)

Duck fat Sebago's w confit garlic aioli (100g p/p) \$18 (per person)

Fondant Potatoes (60g p/p) \$12 (per person)

BBQ's field mushrooms and sweet balsamic (100g p/p) \$15 (per person)

Green Bean and toasted almonds (50g) \$18 (per person)

Sugar Snaps and tarragon Butter (50g) \$18 (per person)

3 fine cheese, dates, fruit & lavosh (140g) \$28 (per person)



BEVERAGES

- State how many portions each item serves
- State how many grams each item weighs in grams
- Equipment required
- 6+ cocktails
- 10 White Wines
- 10 Red wines
- Water and non-alcoholic
- 6 Beers
- Add a photo
- Use the description to add tasting notes and ingredients

Cocktails

Espresso Martini (120ml) \$18 (per person)

(Equipment: Cocktail Glass, Freezer) (photo)

Margarita (120ml) \$18 (per person)

Negroni \$120ml \$18 (per person)

Aperol Spritz (200ml) \$15 (per person)

Dirty Martini (120ml) \$20 (per person)

Cosmo (120ml) \$15 (per person)

Beer

Heineken (350ml) (serves 6) \$72

Young Henry (250ml) (serves 6) \$72

White Wines

Shaw and Smith Sauvignon Blanc (750ml) (serves 5) \$85

(Equipment: White Wine glass, Fridge) (photo)

2018 Domaine Christian Moreau Les Clos Grand Cru, Chablis, France (1500ml) (serves 10) \$600

Red Wines

Mr Riggs, The Gaffer Shiraz (750ml) (serves 5) \$110

2002 Domaine Armand Rousseau Chambertin Clos De Bèze Grand Cru Gevrey-Chambertin (750ml) (serves 5) \$3250 (Equipment: Red Wine glass, Decanter) (photo)



FREQUENTLY ASKED QUESTIONS

Marketing

How do I get the most out of Halo Dining?

As we offer the App for free for the first six weeks, this is your time to make the most of it and build your audience.

Be exposed to a whole new market and expand your dining rooms beyond your restaurant.

Offer menus that are enticing with good pictures which show them at their best.

Market to your database, letting them know you will provide your restaurant experience in the comfort of their home via the revolutionary Halo Dining App

Be pro-active when you add new menus and market them to your existing and new customers.

Leverage your delivery model into in-home dining, learn how to cater outside your restaurant with an easy-to-use platform without the backwards and forwards of quoting. Halo has a comprehensive set of resources that will answer most questions you will have on how to do a Halo Dining experience.

We will be developing a loyalty program; the more reservations you do will build credits towards reduced fees and greater exposure.

Give us feedback on the experience and how we can improve the Halo Dining App.

Can I market this to my database?

Yes, we highly recommend you do and use our purpose-built platform to facilitate your in-home bookings. Halo Dining will provide this free for the first six weeks with no obligation to continue after that period. We have also designed a "Mailchimp" template for you to use in marketing your restaurant.

When does the Six-week free period start?

From the day of your first Halo Dining experience, so you have plenty of time to set your profile and menus up on the App.

How will you market Halo Dining?

In the first instance, we will create a press release and have prime-time TV slots offered, for when the time is right.

We will promote our partner restaurants through our social media channels.

We will work with celebrities and influencers to host events to get online traction.

We will be seeking partnerships with premium cards and airline memberships.

Engage with premium business priority and loyalty programs

Can I offer a discount for an early week or slower periods?

When you market to your database, you can offer discount codes on a percentage or dollar discount basis. You will be able to create codes for a date range or day of the week. You can even comp an entire dining experience.

Can I advertise my restaurant on the Halo Dining App?



We are working towards this and will be available shortly.

Will Halo Dining have a loyalty program available?

We are working towards this and will be available shortly.

Will I be able to add a description and photos of my restaurant?

We recommend you do, to show how you do things and what your physical environment is like. This will help new diners understand your philosophy.

Will I be able to add a video of my restaurant on the App?

We are working towards this and will be available shortly. However, you can add a link to videos on your website, YouTube or Vimeo channel by pasting in the URL.

Menus

What types of menus should I start with?

Our recommendation is to start with your existing home delivery menus, which you would have developed with serving instructions to make it easier for your chef and waiter or cook/server to prepare on-site. From there, expand your offer into menu styles: platters, plated, cocktail parties and possibly a tasting menu. Our Halo Dining 101 resources will assist you to develop menus that resonate with your clientele.

Can I limit menu selections to 1 dish for all dinners?

Yes, The App is exceptionally flexible in menu writing; please refer to Halo Dining 101 menu resources.

Can I offer a set menu as my only option?

Yes, you can upload any menu you wish. However, having more than one option will offer a greater variety and attract a wider audience.

How many menu options should I offer?

Offer as many options as you wish; we recommend redefining your existing delivery menu items as a platter menu option and then expanding into plated and tasting menus when you are comfortable.

Can I attach a picture to my menu items?

Yes, absolutely, and we highly recommend it as people eat with their eyes. We suggest using your iPhone on Portrait mode and dropping the background into a slight blur using the "f" button in the top right-hand corner of the screen to achieve a professional effect.

Can I add a description for my menu items?

We recommend describing each menu item in detail and adding any dietary flags for each menu item.

What happens if a host wants to change the menu and details?

Only the Host executes any changes to a booking, and updates will be sent to the restaurant. Once received by the restaurant, they confirm that the change is accepted or not; this will be checked and reconfirmed by the Host.



What happens if the restaurant needs to make changes to the menu or booking?

If the restaurant needs to make changes to the reservation, they will send a message via the App with the changes and request confirmation of the change or set up a call to discuss with the Host an alternative. The restaurant will then make the changes to the App and request confirmation from the Host to proceed.

Can I deactivate a menu item without deleting it?

Certainly can, on the edit menu page.

Can I create special menus for specific days like New Year's Eve or Mother's Day?

On the Add menu page, create a menu specifically for a particular day and name it accordingly. Then on the "Availability Special" page, you can set the number of reservations and the maximum number of guests.

If I have questions regarding a booking, will I be able to contact the Host directly?

Yes, you can contact the Host via the App or phone and agree on a solution. You will need to update the App with the detail and have the Host agree.

How do I calculate my minimum spend?

We have built a minimum spend calculator to assist you with this to ensure you capture all of the costs associated with Halo dining. You will be sent this as part of your welcome pack and find it in the Partner Resources pages on the App.

Why do I not see the minimum guest's option in Account Settings?

Although you have calculated your "minimum spend" with your notional minimum guest's number, it does not need to be stated as the minimum spend allows for this. Additionally, some hosts are not concerned about spending more on fewer guests for their desired experience.

Staffing

Are my staff required to be of a certain level or age to deliver a Halo dining experience?

The Chef and Waiter or cook/server need to be responsible and capable enough to run their own dining experience, politely converse with the Host and the guest and be able to leave the Host's kitchen in a clean and tidy fashion.

Will there be an added cost if additional staff is required to attend an event?

When you are creating your menus

How do I assign my staff to the event?

You will be able to enter your staff members and contact details on the App. Assign them to a reservation, and they will be notified of the details of the event and even be able to sign off the event triggering the payment process.

Are my staff able to login into the Halo Dining app to retrieve reservation information?

Yes, there will be a staff section on the App to get necessary information about the reservation. At the end of the evening, they will sign off the event with the Host on the App.



Do my Cook/Servers require RSA to deliver dining experiences?

Although not all dinners will purchase beverage on the Halo Dining App, some will, and we may be serving their drinks; therefore, it is a requirement that all Waiters and Cook/Servers have an up to date RSA certificate.

How long will the duration of each Dining experience last so I can cost my staffing accurately?

We consider it a 4-hour dining duration; the chef and waiter or cook/server will be at the Host's home for 1 hour before the guest's arrival to set up and then 3 hours to cook, serve and clean up.

My staff don't have experience in in-home catering.

We have created detailed Halo 101 resources and a video of the likely timing of the dining experience. After one or two Halo events, it becomes apparent how easy it is to execute a Halo Dining experience. Be mindful when choosing staff to hold events that you are confident to represent your venue in the highest possible fashion.

Booking and Deliveries

How far should I promote our Halo dining experiences from my restaurant's location?

We recommend anywhere from 10km + from your restaurant; however, the choice is entirely yours.

What should I use to transport food?

We recommend you purchase some insulated chill containers to transport chilled menu items and ingredients. A small fold-out trolley is also helpful. For items that do not require refrigeration, stackable crates are the best solution.

Do I need a delivery vehicle?

You or the chef, waiter or cook/server will need a car or small van to send or deliver to the hosts home.

Will the Host provide parking?

This will change from Host to Host; the expectation is they will, each Host will advise as part of the booking process. You will be able to ask the hosts three questions via the App if it not clear.

Is there an added fee for longer distances or tolls?

This is something for the restaurant to manage when you set up your travel distance and cook/server costs.

Can I limit the number of bookings per service?

Yes, you can set the number of reservations per service period on the Halo App's availability page.

Can I put specific requirements around Special days? i.e., Mother Day, Valentine's Day or New Year's Eve

You can set availability by service period, the number of reservations you can do. From there, you can create a special menu that hosts and guests can choose from.



Cost

Does it cost the Host to sign up to the Halo Dining App?

No, it is completely free to use Halo Dining except for purchased dining experiences.

What is the Halo Dining commission structure?

Halo Dining is offering a six-week free trial from the date of your first Halo experience, and following this, a fee of 14.5% of the total event will apply.

What is the costs structure for Halo Dining Guests?

Cost to the client comprises two components: the total cost of the menu they choose by the number of guests for the reservation and the cost of the Chef and Waiter or Cook/server charge nominated by the restaurant. The total of the 2 is the Total Booking Fee which includes the Halo Dining fee and GST.

Can the Host share the cost of the meal?

Yes, this is a restaurant experience; when the Host is making the reservation, they can choose the "Shared Payment" option, and each guest will pay for their portion of the experience. The Host can also pay the bill in full in the "Single Payment" option; guests will not see the pricing with this option.

How is the payment processed managed?

A pre-authorisation for the minimum spend is taken five days before the reservation date. After the halo dining experience, the waiter or cook/server will sign off with the Host & the payments will be released.

Can the host/guests tip?

We are working towards this for the second release; of course, hosts can give cash tips as they wish.

Will I be able to charge a surcharge for weekends or public holidays?

Yes, the Halo dining app is extremely flexible. You can nominate separate percentage surcharges for Saturday, Sunday and Public holidays.





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DINE AT YOUR FAVOURITE
RESTAURANT AT HOME

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