



Entertainment Commerce Platform





Welcome to the Experience Era

Eatertainment **blends food,**
beverage, and **activity** into
one destination.

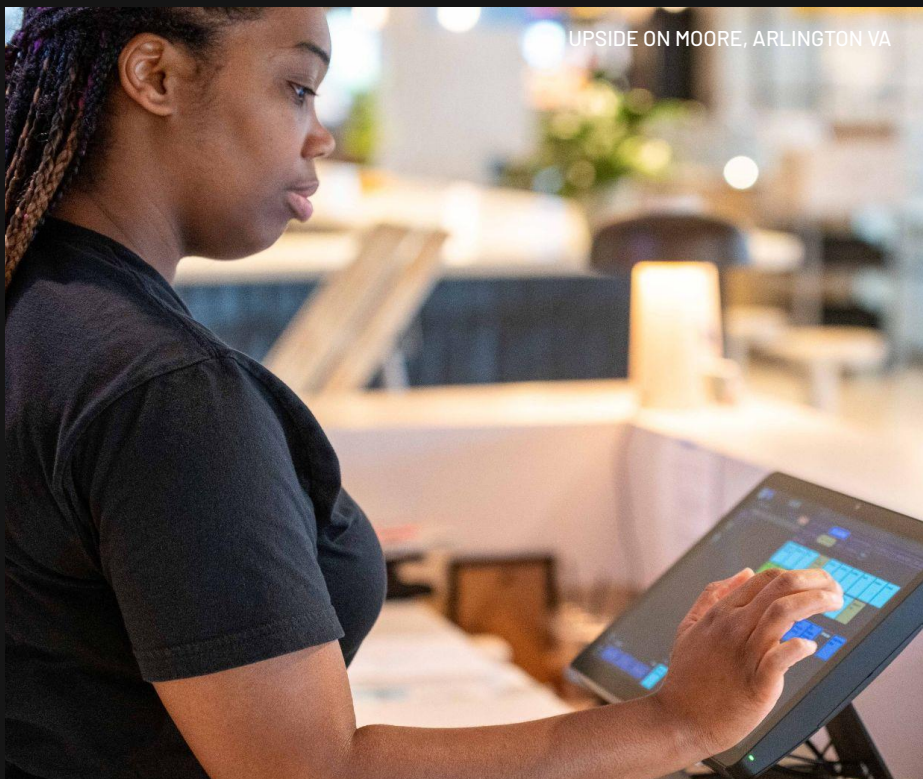


FLYTE CO TOWER, DENVER



Guests crave more than
dinner—they want **energy,**
connection, and **fun.**





UPSIDE ON MOORE, ARLINGTON VA

Successful operators **balance**
hospitality and
entertainment with
seamless tech.

Pickleball, bowling, and
bites are **replacing the**
standard night out.



TWISTED PIN, PLAINFIELD IL

THE PICKLEBALL & PADEL CLUB PLAYBOOK FOR F&B

Menu and Service Model

Fast, flexible; offer quick, healthy bites, balanced drinks, and adaptable service.

1

Operations & Flow

Pace staffing, flow, and routing with real-time, efficient tools.

3

Guest Experience & Community

Engage guests with social spaces, themed events, instant updates, and member perks.

5

Technology & Integration

Integrate bookings, memberships, payments, etc., with open POS platform.

2

Revenue Maximization

Boost revenue with bundles, events, upsells, and targeted member promotions.

4

Financial & Inventory Control

Maximize profit with smart pricing, inventory control, and integrated tech.

6



Menu and Service Model

Keep It Fast & Flexible: *Healthy bites, balanced drinks, and adaptable service.*

Quick-Service Options: Players often eat or drink between games, so speed is key. Include grab-and-go items, handheld foods, and pre-batched drinks.

Healthy & High-Quality Choices: Offer protein snacks, smoothies and light meals made with quality ingredients for active guests with elevated tastes.

Balanced Beverage Program: Offer beer, cocktails, mocktails, hydration drinks, and non-alcoholic options. Beer and hard seltzers sell well, but so do NA choices.

Service Flexibility: Support hybrid models: bar service, counter ordering, mobile ordering, and courtside delivery. Adapt service style to each venue zone.





Technology & Integration

Integrate bookings, memberships, payments, etc., with open POS platform.

Integrated Reservations & POS: Link court booking systems (e.g., Court Reserve) with POS to sync orders, tabs, and guest data.

Membership & Loyalty Integration: Connect perks, discounts, and “member-only” offers to court packages and POS accounts.

Payment Convenience: Offer Easy Tab, RFID wristbands/cards, card-on-file, Apple Pay, and gift cards—keeping tabs open across all zones.

Hardware Flexibility: Use non-proprietary devices and cloud-based tools for mobile-friendly, remote management.

Open Ecosystem: Integrate with event management, inventory, and recipe tools.

SOLINK

wicket

Rex

tripleseat

OpenTable®

iPourIt

COURT
RESERVE

intercard®
WORLD LEADER IN CASHLESS TECHNOLOGY

pour
MY BEER



Operations & Flow

Pace staffing, flow, and routing with real-time, efficient tools.

Pre- and Post-Play Peaks: Staff and kitchen timing should mirror match schedules, with extra coverage for early arrivals and lingering guests.

Traffic Management: Maintain clear paths between courts, bars, and dining to prevent congestion.

Batching & Location-Based Routing: Use POS/KDS tools to direct orders to the right station (bar, kitchen, expo) for faster service.

Real-Time Menu Management: Ensure the ability to update menus and 86 items instantly from any device.





Revenue Maximization

Boost revenue with bundles, events, upsells, and targeted member promotions.

Bundles & Packages: Create food/drink combos tied to court rentals or group bookings.

Event Catering: Offer menus and service formats for leagues, tournaments, and corporate events.

Upselling Strategies: Promote shareable plates, desserts, and add-ons post-game. Self-pour beers and cocktails are significant revenue drivers.

Promotions & Discounts: Leverage targeted offers for members, off-peak hours, and special nights.





Guest Experience

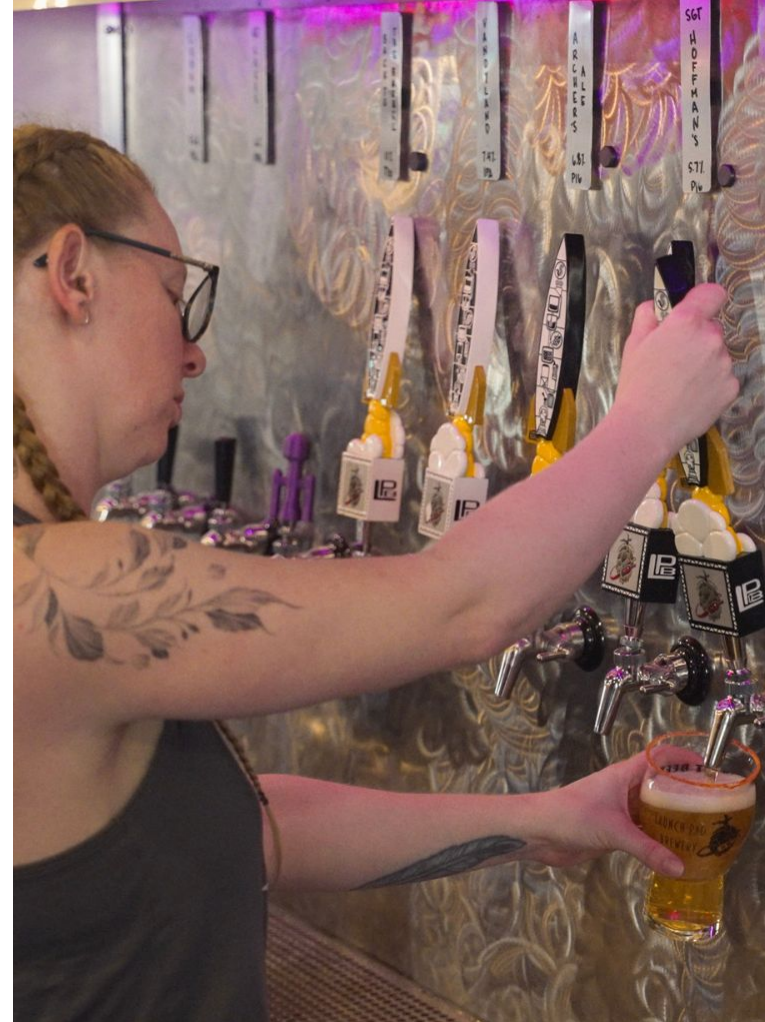
Engage guests with social spaces, themed events, instant updates, and member perks.

Courtside & Social Spaces: Comfortable seating, good sightlines, and TVs for sports viewing keep non-players engaged.

Themed Nights & Promotions: Trivia, live music, and watch parties draw guests during non-peak hours.

Communication Tools: Use features like text-on-fulfill to alert guests when orders are ready.

Membership Perks: Reward loyalty with discounts, exclusive menus, and early access to court bookings.





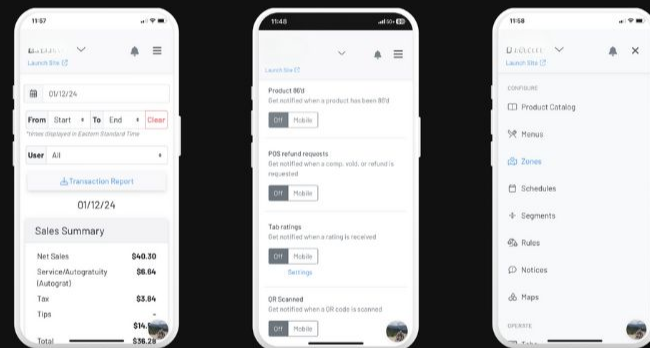
Finance & Inventory Control

Maximize profit with smart pricing, inventory control, and integrated tech.

High-Margin Focus: Price and promote signature items, beer, and cocktails strategically.

Inventory Management: Track turnover, adjust menus seasonally, and align purchasing with expected foot traffic.

Tech for Accuracy: Use integrated POS, kitchen display systems, and inventory software for efficiency and cost control.



THE GOTAB PLATFORM



Deliver Effortless, Experience-First Hospitality

GoTab is purpose-built for high-volume, fast-paced venues—bringing efficiency and flexibility together in one powerful platform.

From **RFID integrations** and **hybrid service friendly features** to **smart kitchen tools** and **open APIs**, GoTab helps you serve more guests, faster, with tech that adapts to your exact operation.



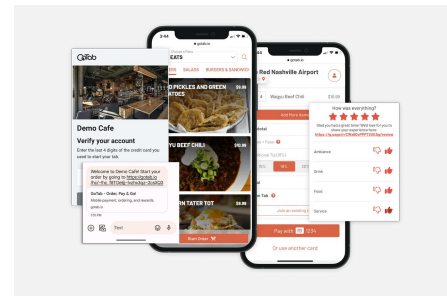
RFID / Gaming Integration

(Automated tabs, effortless guest access)



Smart Kitchen Tools

(Prep, schedule and communicate effortlessly)



Easy Tab for Hybrid Service

(Let guests roam, reorder and pay anywhere)



Open API / Bespoke

GoTab (Customizable tech built to your specs)

Power Play with GoTab Pass RFID

- ➔ ***Unlock VIP and Game Access Automatically***
Connect wristbands or cards to ticket tiers for instant access control and prepaid balances.
- ➔ ***Track Spend Without Extra Steps***
Automatically create tabs and log purchases with every wristband or card tap.
- ➔ ***Simplify Guest Check-In and Payment***
Integrated with Konami and other systems for smooth, no-hassle entry and ordering.



The Hybrid Service Advantage

- ✓ **QR, RFID & Texted Tabs:** Let guests self-order from their phones or RFID cards/wristbands anytime
- ✓ **Server-Assisted Ordering:** Staff can take orders on handhelds for full-service touchpoints
- ✓ **One Tab, Multiple Touchpoints:** Orders from servers and guests sync to the same tab
- ✓ **Flexible by Design:** Adapt service style by area, time of day, or staffing level



"We chose GoTab because it lets us scale without compromising quality."

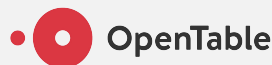
- Michael H. Paddle & Par, Beverly Hills Michigan

Powering Commerce— Connecting Partners



wicket

SO LINK



Rex



COURTRESERVE



KONAMI

momentus
technologies



GoTab

Built for Guests,
Empowering Staff

Partner



Self Service

Partner



**Reservations &
Gaming**

Partner



Video, Security

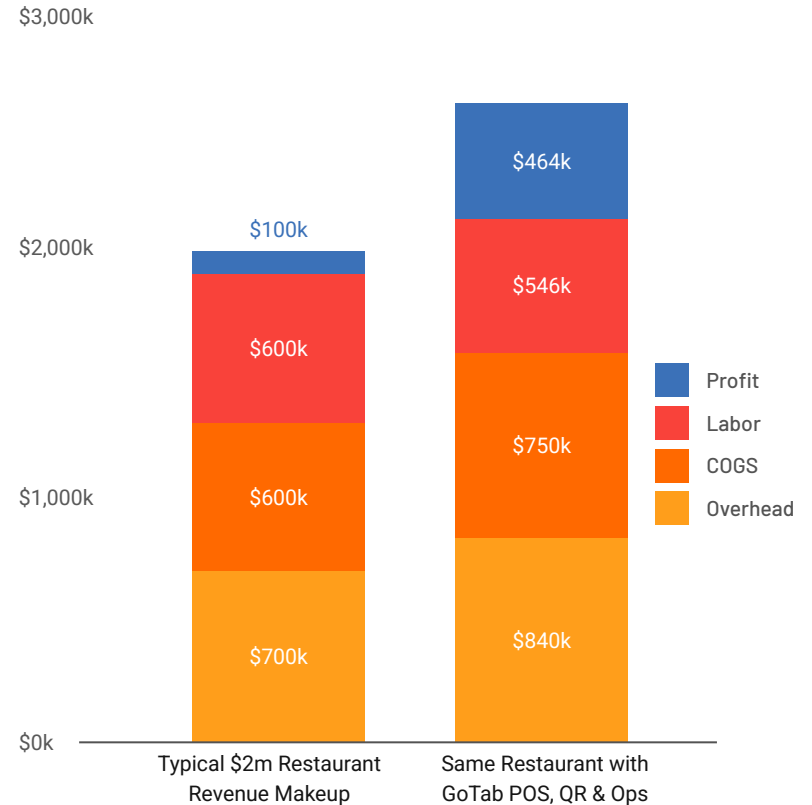
THE IMPACT IS MASSIVE

Leverage GoTab to Increase Profit

- ➔ Increase Sales by 15-30% with GoTab QRs
- ➔ Reduce Labor and Food Costs with GoTab Operations
- ➔ Higher Sales & Lower Expenses = Huge Profits & Margin

30%
REVENUE
INCREASE

with
4.6x
PROFIT



CASE STUDY



Paddle & Par

- **Roaming Service Made Easy**
Handheld POS devices let staff serve guests wherever they are
- **High-End Feel, Tech Efficiency**
No clunky terminals or slowdowns—just smooth, modern service
- **Event Ready Operations**
Streamlined systems handle peak traffic and private bookings with ease
- **Revenue Growth**
Early results show 200+ inquiries and \$70K+ in private event revenue within two months

"We chose GoTab because it lets us scale without compromising quality. Guests can order from their court and never miss a serve."

—Michael Haener, COO

CASE STUDY



CRUSH YARD

- **Faster Service, Higher Tips**

Orders placed via QR code or handhelds move seamlessly through the kitchen, reducing wait times and driving higher guest satisfaction and tip earnings.

- **Smarter Operations**

Real-time reporting and flexible service models keep managers in control, ensuring large events, corporate groups and daily service flow without bottlenecks

"GoTab and DishOut let us focus on creating experiences, not fixing bottlenecks. Guests enjoy scratch-made food without delays ..."

—Brandon Buck, SVP of Food & Beverage

CASE STUDY



PICKLEBALL ZONE

- **Seamless Integration for Convenience**

With GoTab's integration with CourtReserve, members can charge food and beverage purchases to their accounts, enhancing their overall guest experience

- **Scalable Technology for Growth**

As Pickleball Zone expands, GoTab supports their evolving needs, from a full-service mixology bar to high-volume guest orders during live events, ensuring smooth operations at scale.

"Our goal is to provide a top-tier experience for our guests, whether they're here to play or simply enjoy a great cocktail. GoTab gives us the flexibility to grow our bar while keeping operations efficient."

—Ken, Owner

Some of the Brands We Work With

Food Halls

THE
MARKET
AT MALCOLM YARDS

THE
GOLDEN
MILL
FEED DRINK

TimeOut
MARKET

Gaming & Entertainment

T-SQUARED
SOCIAL

FLYTE
CO
TOWER

TWISTED
PIN

Paddle & Par
PICKLEBALL ZONE

Elevated & Casual Restaurants

RUTH'S
CHRIS
STEAK HOUSE

barcelona

Medium
Rare

MAKETTO
The Sociale

Venues

SANTA ANITA
PARK

121ST
U.S. OPEN
TORREY PINES

WOLF
TRAP
FOUNDATION FOR THE PERFORMING A

Hotels & Resorts

MARRIOTT

HYATT®

PACIFICA
HOTELS
LIMELIGHT
HOTELS

Breweries

STONE
BREWING

MIGHTY SQUIRREL
BREWING CO.

OTHER HALF

P

RECOGNITION



"...This is why **Truist Ventures**, in collaboration with Truist Merchant Services, is thrilled to be **leading a Series A** investment in GoTab, a complete POS solution redefining hospitality norms."

Jakub Konieczny, Head of Investments
-August 2023

The logo for the Deloitte Technology Fast 500, featuring the number '500' in a large, green, sans-serif font with a trademark symbol.

Technology **Fast 500**
2023 NORTH AMERICA
Deloitte.

GoTab made the list in 2023 **and** 2024.

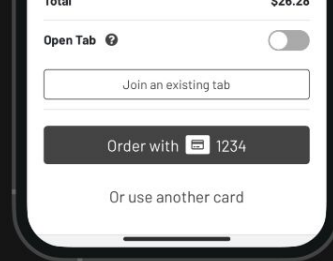
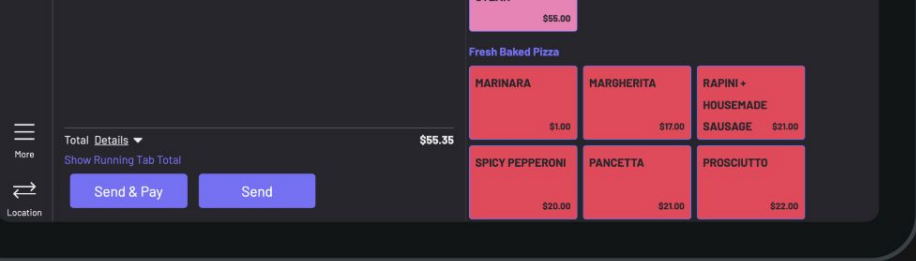
"For 30 years, the Deloitte Technology Fast 500™ celebrates organizations that demonstrate exceptional growth and innovation in their industries."

Steve Fineberg, Vice Chair and U.S.
Technology Sector Leader
-November 2024



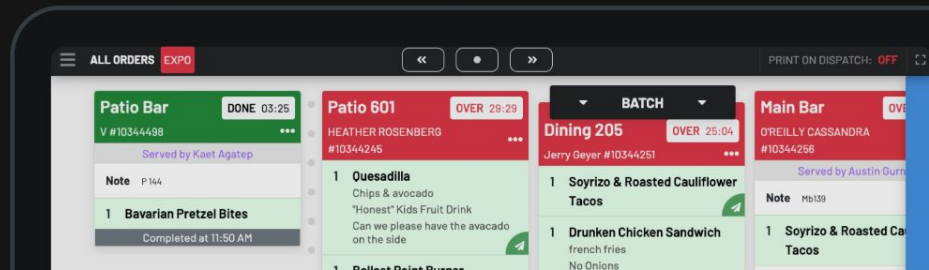
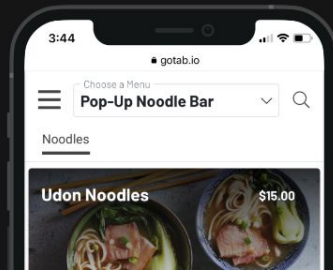
"We are pleased to be working with **GoTab as our initial hospitality focused partner** for the new Click to Pay experience. They have proven to be nimble and adaptable in both their approach and solutions."

Sukhmani Dev, SVP, Digital Product
Management



GoTab is a Commerce and Ops platform designed for Entertainment.

We focus on experiences.





***The future isn't Pickleball and Padel or F&B—
it's both, working seamlessly as one experience.***



Request a Demo Today!

info@gotab.io | 202-919-6877 | gotab.com

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