REOPEN FOR BUSINESS





How the hospitality post-lockdown can use smarter payments to help support its post lockdown recovery.

There's a lot to consider when it comes to reopening post-lockdown. From staff and employee safety to delivering on customer experience and driving cashflow.

At Worldpay, we're working to deliver the payments tools and support that could help your recovery, offering solutions to enhance different stages of the customer journey. To help, we've created a simple illustration to highlight how Worldpay's smarter payments might be used to help you as you reopen and look to thrive and build back your business.

You can find out more about each of these solutions at the bottom of the page.

Along the way, we'll suggest some key solutions.





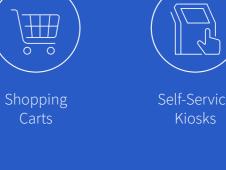




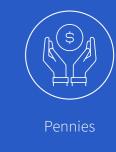






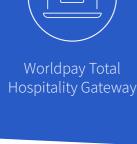


Self-Service



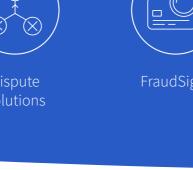
ENGAGING CUSTOMERS



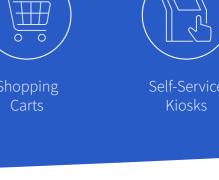
















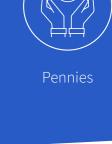
STAGE 1

is operating again, how they can engage with you, and what you're doing to keep them safe. Consider playing an active role in supporting your local community to help make a difference and build your brand.



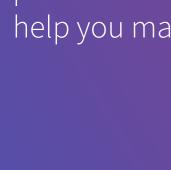




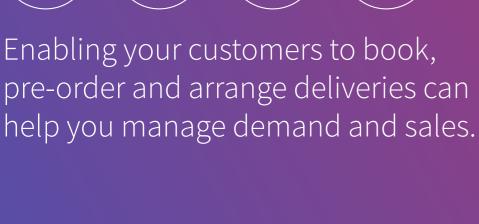


STAGE 2 BOOKING AND

REMOTE ORDERING











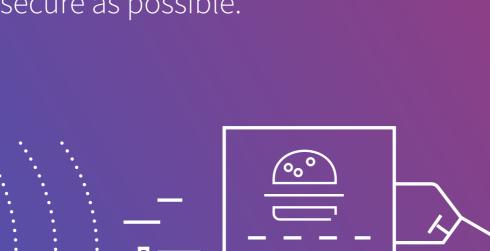


IN YOUR PREMISES















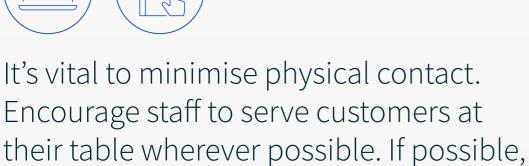


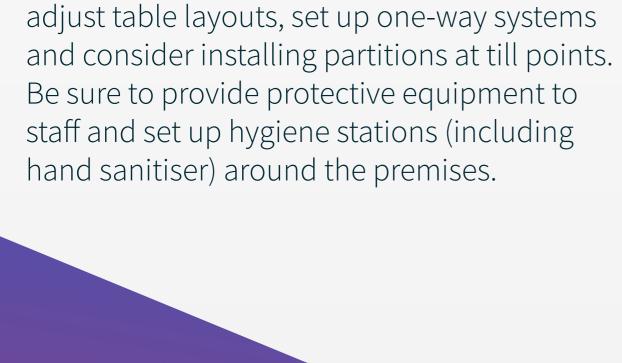
It's vital to minimise physical contact.

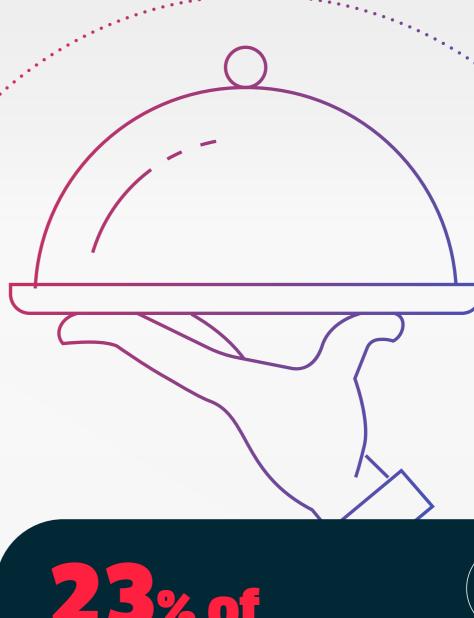
TABLE SERVICE



STAGE 4







consumers are less likely to purchase if a restaurant is offering self-service food. Worldpay/YouGov (June 2020)



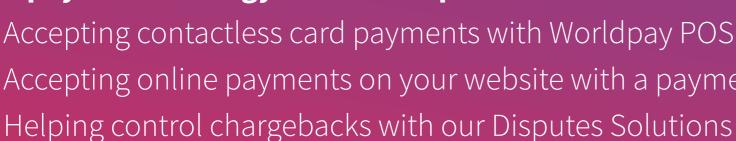
Carefully consider staff and how they can maintain a safe distance in places such as kitchens and bar areas.

To reopen safely, your recovery plans should factor

STAGE 5
TAKING PAYMENTS







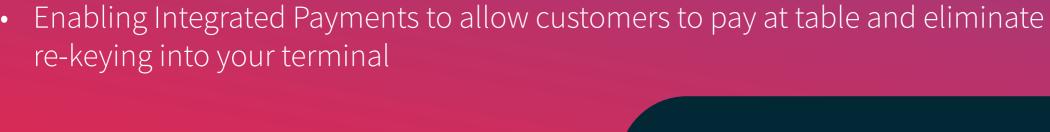
STAGE 6
EVALUATION

AND FOLLOW-UP

Give customers the opportunity to provide

feedback. Not only could it help you learn

and grow, it may also encourage return visits.



- **2%** of
- consumers are more likely to purchase from a

Accepting contactless card payments with Worldpay POS (Point of Sale) Accepting online payments on your website with a payment gateway Using our Virtual Terminal to take payments for orders placed over the phone

business if they clean their card machine between customers. Worldpay/YouGov (June 2020)





across the premises.

Disputes

Solutions

as soon as a customer requests it and take payment

OUR SOLUTIONS Worldpay Total Hospitality Gateway Our payment gateway solutions could help reduce the amount of face-to-face contact employees have with customers by moving certain processes online. They support a comprehensive combination of devices, operating systems and payment channels and can reduce the need for in-person interaction

FraudSight



Combining data insights and machine-learning technology, FraudSight can help identify and reduce in-store and online fraud. This is particularly relevant right now as online transactions are on the up. **Shopping**

when booking a table or settling the bill. Use the

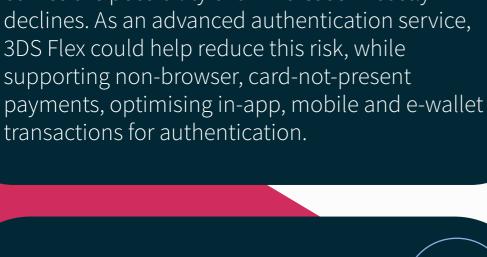
solutions for table bookings, pre-ordering food,

paying by mobile app, settling bar tabs and more.

As mobile payments become more popular, there comes the possibility of an increase in costly

3DS

Flex



at the table. This avoids customers having to queue

Get early notifications of payments disputes, giving

you the chance to prevent them turning into costly

administration of disputes, or you can manage

chargebacks. Worldpay can help with the

them all from one simple portal.

at tills and can reduce unnecessary staff traffic

touchscreen application to obtain information and place their orders. While there is concern about germ transmission on any surface, self-service kiosks could also cut down on customer-staff contact. With careful cleaning, these kiosks could help lower risks for staff.

Self-service kiosks allow customers to use a

If using self-service kiosks, be sure to clearly signpost

distancing is respected through use of clear signage.

A member of staff should monitor usage.

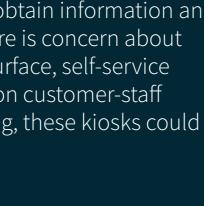
Get in touch

proper use to customers – something that could be done via on-screen prompts. Provide hand sanitiser and wipes

for use before and after interacting and ensure that social

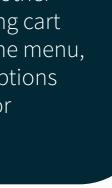
Self-Service

Kiosks



distributes the relevant transaction data to merchants, the payment processor and other relevant parties. In hospitality, a shopping cart

Carts



allows consumers to order from an online menu, receive special offers, choose delivery options and overall, replace much of the need for in-person interaction. **Pennies**

Consider charitable giving as part of your recovery

plans and offer customers the chance to make

communities and national charities. Worldpay

partner Pennies makes this possible. Adding

micro donations in support of both local

The Worldpay Shopping Cart helps facilitate online

purchases. It accepts customer payments and

Pennies to your checkout could help improve the profile and perception of your business - crucial in times like these. **Learn more about Pennies at**

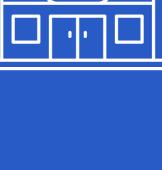


https://pennies.org.uk

If you are looking to implement or augment any of the solutions mentioned above, get in touch with a Worldpay representative and we'll help you set up for your reopening.









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The survey was carried out online. The figures have been weighted and are representative of all UK adults (aged 18+).

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