

Opening Your Restaurant to a New Market of Loyal Customers



## Bringing Deaf/Hard of Hearing Customers and Your Business Together

For the more than 28 million Americans who are deaf or hard of hearing, ordering at a restaurant/drive-thru presents unique challenges.

Our **OrderAssist™** products provide an affordable, dignified solution to the problems they, and those with language barriers, face when patronizing your business.

### Butter X-i

We cook our...  
to order from...  
raised beef a...  
with fresh p...  
Wisconsin che...  
your ButterBu...  
order every...

lo...  
it...  
th...

*" We welcomed the opportunity to better serve our customers, specifically those who are deaf and hard of hearing. Our partnership with Inclusion Solutions has enabled us to better assist this group in our drive-thru. Drive-thru's tend to be fast and convenient, so this new system really provides a great option for these customers."*

**Kevin Weasler**  
Owner/Operator  
Culver's Restaurant  
Buffalo Grove, Illinois

We asked 6,500 people who are deaf or hard of hearing about their experiences at drive-thru restaurants:

- 42% left without making a purchase
- 94% indicated they would be likely or highly likely to visit a restaurant that put in a Drive-Thru system to improve access for persons who are deaf or hard of hearing

With **OrderAssist™** you send a message of inclusion, and will expand your customer base to a previously untapped market.



# Service Made Easy

## Inside Counter



Deaf and hard of hearing customers, and those with language barriers, use the **OrderAssist™** forms and pens to write out their order at the counter. Inclusion Solutions provides these products personalized to your restaurant.

## Drive-Thru



Customers in the drive-thru review your menu board and, using our patented **BigBell™** system, alert the staff with a tone signal that they will be pulling forward and ordering in an alternative way. Once at the window, they fill out the order form and hand it to the server. Returning customers at the counter and the drive-thru can prepare their order forms in advance and cut down on service time.

## Product Specifications

**OrderAssist™** products are simple, affordable and easy to use. Components include:

- **BigBell™ Transmitter** – consistent with ADA law and passes Department of Justice “fist test”
- **Wired or Wireless Chime Receiver** – easily heard by all employees
- **Steel J-Bar** for proper mounting of **BigBell™**, reinforced to handle abuse
- **Order Forms** – customized for your business
- **Pens** – customized for your business
- **Counter Organizers** for Order Forms and Pens
- **Customized Signage** to be placed appropriately for employees
- **Training Materials** and **Instructions** for staff/employees



**Call Inclusion Solutions for pricing information today!**  
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