

Fimble

Store Manager
Portal

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Benefits

Stay on top of your store operations with a centralized hub designed to help you manage day-to-day activities and keep your stores running smoothly



Run daily operations with confidence

Spot issues early, seize opportunities, and keep operations running smoothly without digging through spreadsheets



Boost customer satisfaction

Resolve complaints quickly, monitor service quality, and deliver flawless experiences that keep customers coming back



Keep profitability on track

Monitor revenue in real-time, compare performance, and uncover trends to make smart decisions that keep your store profitable



Build a reliable, high-performing team

Minimize staffing gaps with smart scheduling, clear availability, and ongoing training that keeps your team at its best



Make guidelines impossible to miss

From daily routine tasks and maintenance checks to incident logging and resolution, ensure every store follows management standards, every single day



Manage everything on the go

Access and act on what matters most — all from your smartphone or tablet

Features



STORE OVERVIEW

Get a live snapshot of key metrics so that store managers stay informed, focused, and ready to run a frictionless shift



WORKFLOW

Enable store managers to handle delays and minimize complaints with a real-time, centralized view of orders' lifecycle



TASK MANAGEMENT

Keep your store operations on track with a centralized task manager that helps store managers stay organized and focused — even in the busiest environments



HR & TRAINING

Streamline your core HR & training processes with tools for handling requests, scheduling shifts, planning training sessions and evaluating performance

Features



INCIDENT MANAGEMENT

Ensure that nothing falls through the cracks by easily reporting and documenting any in-store issue and update in one organized place



TICKETS

Track and resolve issues with a built-in ticketing system for managing network requests & customer complaints. Keep a full history of actions taken for better visibility



EQUIPMENT MAINTENANCE

Keep your equipment intact with tools to help you organize and plan a maintenance schedule tailored to your requirements

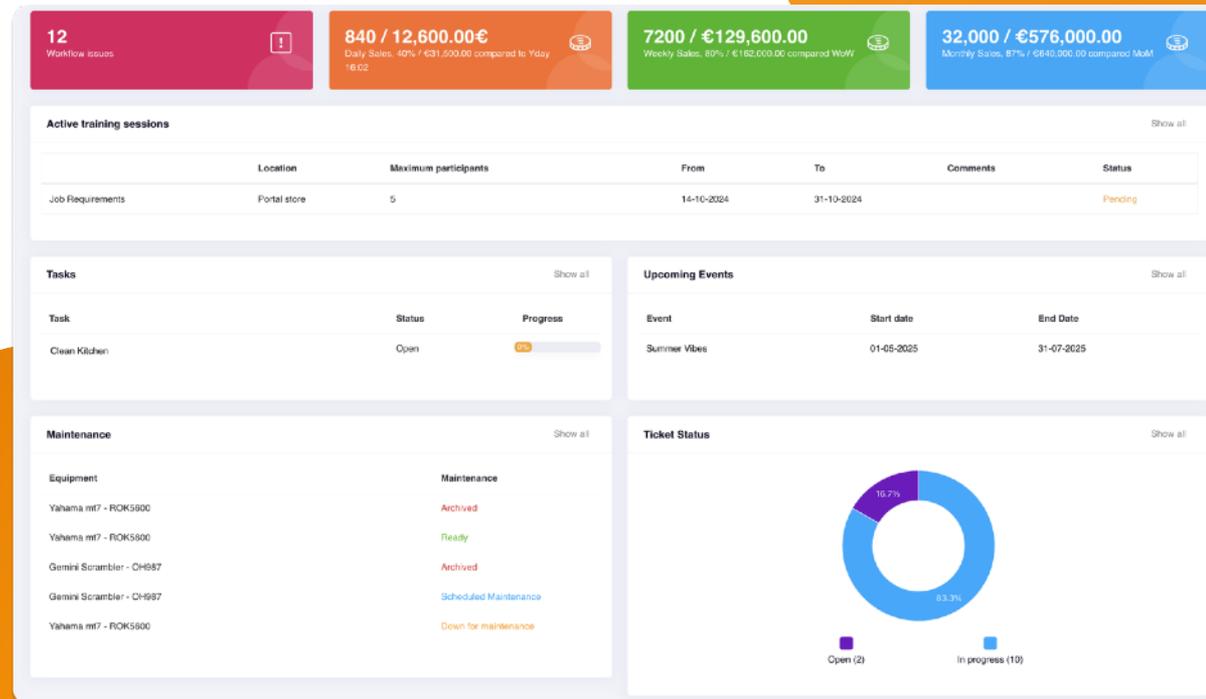


ANALYTICS

Stay informed with reports that provide real-time store KPIs helping you make informed decisions and stay on course

Store Overview

The store overview dashboard comes packed with real-time summaries and actionable insights for fast decision-making across key aspects of your store



- Workflow issues that need attention (e.g., delayed orders)
- Sales overview
- Active training sessions
- Task list
- Upcoming events
- Maintenance
- Tickets' status

Workflow

Deliver flawless service with a unified, live view that let's you identify and resolve issues on time

- Get a snapshot of every stuck order in real-time to manage **delays** and **complaints**
- Get **notified** of **delayed deliveries** a few minutes before the promise time and proactively follow up with customers in a single click

Workflow
Dashboard / Workflow

Printed										2 Orders
Order	Store	Client	Address and phone	Time	Source	Comments	Payment	Items	Total	
12	Central store 210.801.1224	John Doe	168-150 Osborne Terrace Newark, NJ 07112 123 8142160	6 min ago	🌐		💳	1x Tsakiris Chips with Salt 100gr 1x Cappucino Double, Espresso Jacobs 100% Arabica	2,64 €	
10	Central store 210.801.1224	John Doe	168-150 Osborne Terrace Newark, NJ 07112 123 8142160	7 min ago	🌐		💳	1x Tsakiris Chips with Salt 100gr 1x Cappucino Double, Espresso Jacobs 100% Arabica	2,64 €	

Rejected										1 Order
Order	Store	Client	Address and phone	Time	Source	Comments	Payment	Items	Total	
6	Central store 210.801.1224	John Doe	168-150 Osborne Terrace Newark, NJ 07112 123 8142160	12 min ago	🌐		💳	1x Tsakiris Chips with Salt 100gr 1x Cappucino Double, Espresso Jacobs 100% Arabica	2,64 €	

Task Management

Assign and oversee store-level tasks with a centralized task manager

Running Tasks
Tasks / Running Tasks

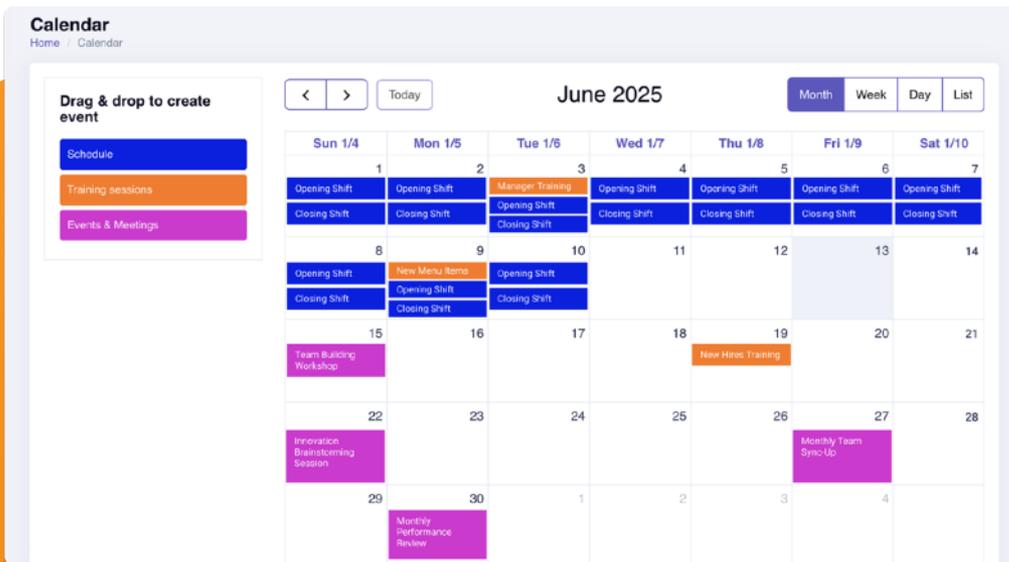
Pizza Online

- IN PROGRESS** 132 days before
Update Daily Specials on Kiosks and Menu Boards
50%
- COMPLETED** 132 days before
Restock Beverage Fridge Before Lunch Rush
100%
- NOT STARTED YET** 132 days before
Check and Record Walk-in Fridge Temperature
0%
- PENDING** 132 days before
Review and Approve Schedule Requests
0%

- Attach **files, forms, or images** to your tasks for added clarity
- Focus on what's important by setting **priorities** and **due dates**
- Track progress with **status labels**

HR & Training

Streamline your team, training, and scheduling processes in one organized place



- Request management**
 Review and manage employee requests for shift preferences, exclusions, time-off, and other claims
- Availability**
 Monitor staff availability including approved time-off, preferred hours, and scheduling constraints
- Scheduling**
 Create your shift schedule with an intuitive drag-and-drop interface that adapts to staffing needs
- Training**
 Plan training sessions and document evaluations or internal reviews of your staff's performance

Incident Management

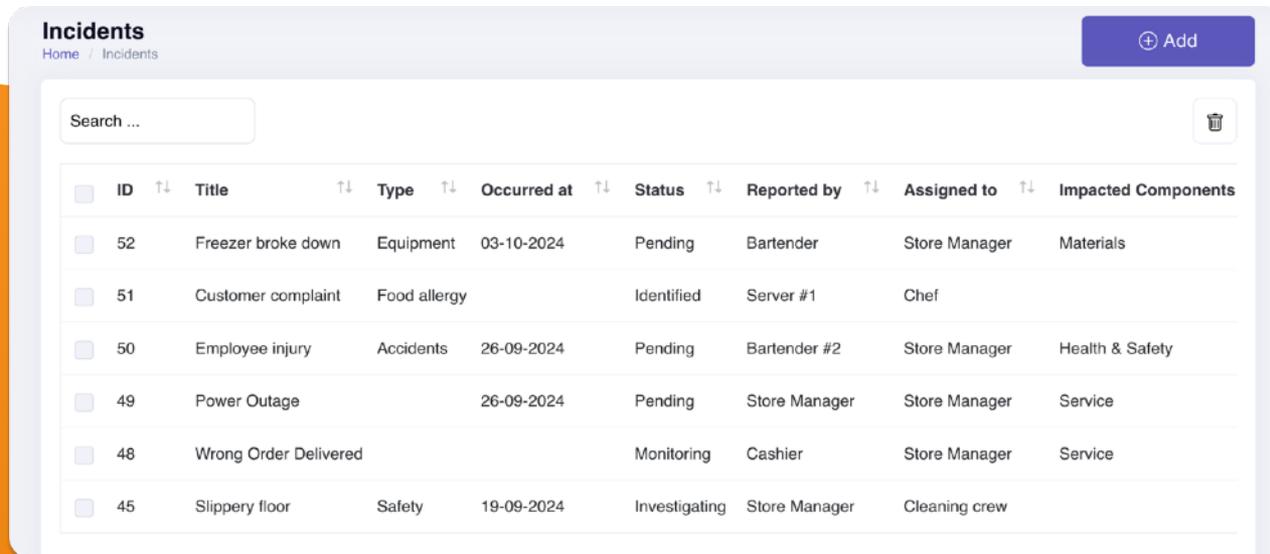
Keep a digital record of any in-store issue and update

› Incidents

Report any in-store issue. Track resolution status, add supporting details, and escalate to the right person

› Red Book

Log daily key activities, notes, and handoffs, between shifts or teams. Perfect for capturing operational updates and maintaining a history of events



Incidents
Home / Incidents + Add

Search ... 🗑️

ID	Title	Type	Occurred at	Status	Reported by	Assigned to	Impacted Components
52	Freezer broke down	Equipment	03-10-2024	Pending	Bartender	Store Manager	Materials
51	Customer complaint	Food allergy		Identified	Server #1	Chef	
50	Employee injury	Accidents	26-09-2024	Pending	Bartender #2	Store Manager	Health & Safety
49	Power Outage		26-09-2024	Pending	Store Manager	Store Manager	Service
48	Wrong Order Delivered			Monitoring	Cashier	Store Manager	Service
45	Slippery floor	Safety	19-09-2024	Investigating	Store Manager	Cleaning crew	

Tickets

Track and resolve operational issues with a B2B & B2C ticketing system

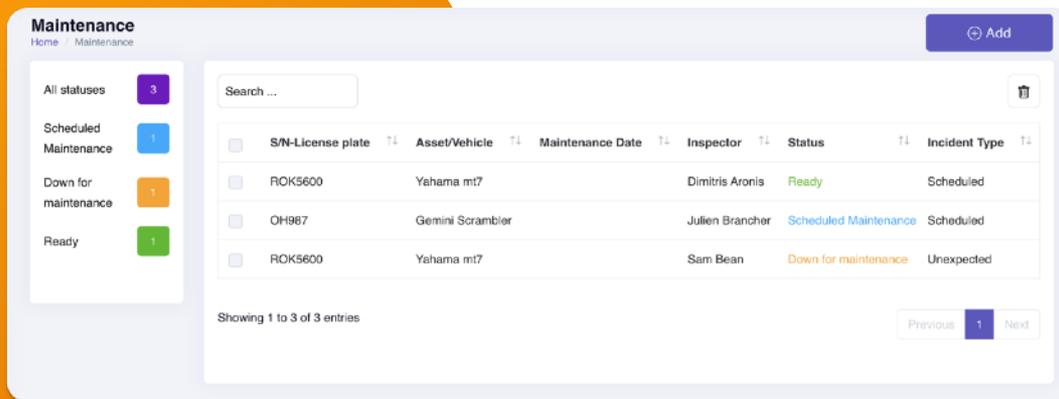
- Add **descriptions, files, images, and categories** for detailed issue briefing
- **Assign requests** for improved accountability
- Set **priority levels** to better manage ticket load
- Track progress at a glance with **status labels**

The screenshot displays a ticketing system interface. On the left, there is a sidebar with a 'Tickets' header and a breadcrumb 'Home / Tickets'. Below this, there are several filter buttons: 'All tickets' (13), 'My tickets' (13), 'Resolved' (1), 'Open' (2), 'In progress' (10), and 'Closed' (0). The main area features a search bar and a table of tickets. The table has columns for ID, Ticket Type, Date, From, Responsible, Status, Priority, and Last Message. The tickets listed are:

ID	Ticket Type	Date	From	Responsible	Status	Priority	Last Message
446	Ice Machine Not Dispensing Properly	13-11-2024	Shift Supervisor	Maintenance Vendor	In progress	Low	13-11-2024
445	Missing Item in Delivery	10-10-2024	Call Center Agent	Store Manager	Open	Low	13-11-2024
441	Request for New Cleaning Supplies	07-10-2024	Cleaning Crew	Procurement	In progress	Low	31-10-2024
440	Great Experience at Drive-Thru	07-10-2024	Store Manager	Store Team	In progress	Low	06-11-2024

Equipment Maintenance

Organize, track, and plan a maintenance schedule tailored to your requirements



The screenshot shows a web interface for equipment maintenance. On the left, there is a sidebar with filters for 'All statuses' (3 items), 'Scheduled Maintenance' (1 item), 'Down for maintenance' (1 item), and 'Ready' (1 item). The main area features a search bar and a table with columns: S/N-License plate, Asset/Vehicle, Maintenance Date, Inspector, Status, and Incident Type. The table contains three entries. Below the table, it indicates 'Showing 1 to 3 of 3 entries' and has 'Previous' and 'Next' navigation buttons.

<input type="checkbox"/>	S/N-License plate	Asset/Vehicle	Maintenance Date	Inspector	Status	Incident Type
<input type="checkbox"/>	ROK5600	Yahama mt7		Dimitris Aronis	Ready	Scheduled
<input type="checkbox"/>	OH987	Gemini Scrambler		Julien Brancher	Scheduled Maintenance	Scheduled
<input type="checkbox"/>	ROK5600	Yahama mt7		Sam Bean	Down for maintenance	Unexpected

- **Assets**
Register and manage equipment with key details like model, serial number, vendor, installation date, warranty, and value
- **Vehicles**
Log store vehicles with records of license plate numbers, fuel consumption, and service history
- **Maintenance**
Schedule and monitor maintenance for all assets and vehicles. Track maintenance type, inspector assignments, and service status

Analytics

Stay informed with **daily**, **weekly**, and **monthly** reports that provide visibility into store performance across key areas — helping you make informed decisions and stay on course



- Sales
- Marketing
- Inventory
- Operations
- HR
- Store management

Thank you!

For more details you can visit us at

www.fimble.io

