Wait, less

Making waiting easier

The problem

During peak hours, restaurants that rely on traditional pen-and-paper waitlists face significant challenges. Managing queues manually is time-consuming, inefficient, and places unnecessary pressure on front desk staff.

Guests frequently crowd the entrance, repeatedly asking for updates on their position in line, leading to confusion, miscommunication, and frustration.

This outdated system lacks 🟢 transparency and ⠅⠅ real-time tracking, often resulting in:

① Misunderstanding

② Longer wait times

③ Poor customer experience

④ A hectic, disorganized front-of-house experience for both staff and customers

🔗 https://waitless.today

What we offer

We offer a smart, digital waiting list system designed specifically for restaurants to replace the outdated pen-and-paper method.

Guests

Simply scan a QR code at the entrance to join the waiting list by entering their phone number and party size.

Restaurants

Staff can easily monitor and manage the queue through a user-friendly dashboard. When it's a guest's turn to be seated, the system sends them an automated SMS notification, giving them a set time to arrive before their spot is released.

Comparison

The old way	Wait, less
❌ Guests crowd the entrance to give their names	✅ Guests scan a QR code and join the waitlist digitally
❌ Staff manually write names and phone numbers	✅ Visitors enter their details and party size via mobile
❌ Confusion about who's next in line	✅ Clear, real-time queue visible to staff and clients
❌ Staff call out names or search through crowds	✅ Guests receive automated SMS when it's their turn
❌ No-shows cause delays and disrupt table flow	✅ Time-limited seat holding keeps the queue moving
❌ Paper lists get messy, lost, or hard to track	✅ Everything is organized and securely stored in the cloud
❌ No analytics	✅ Detailed analytics on wait times, foot traffic, etc

Product walk-through (Guests)

1

On the restaurant's branch page, guests can instantly view the branch's current status, operating hours, and the available waitlists

2

Guests enter their Group size and join the waitlist

3

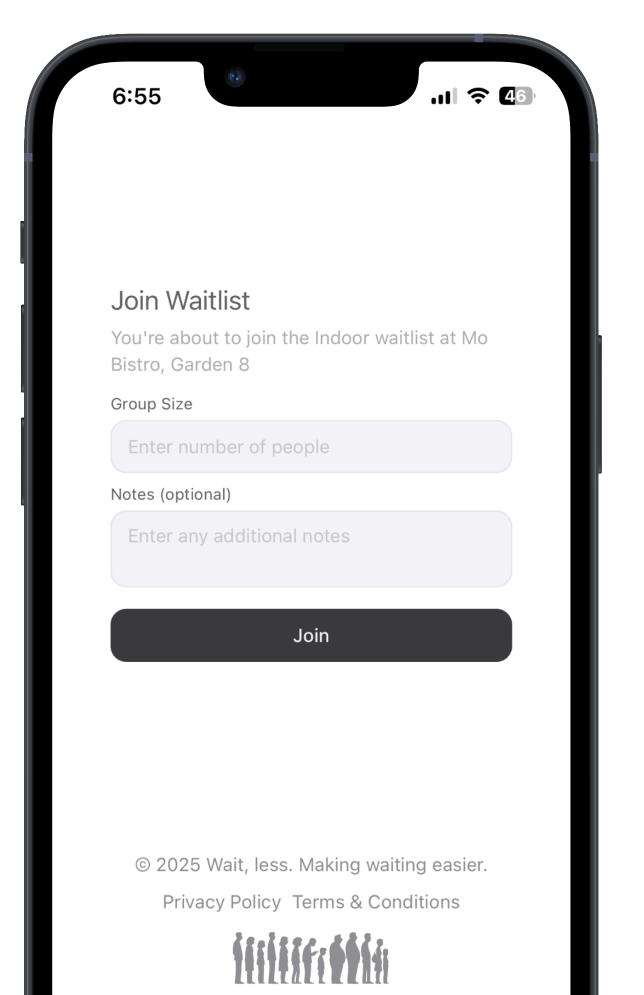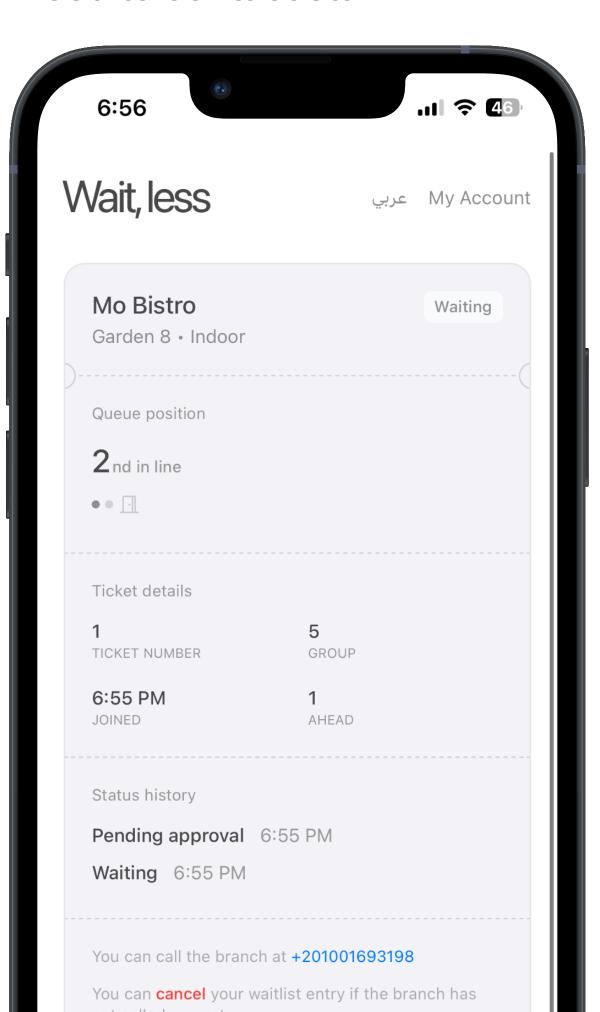Guests on the waitlist can see their position in the queue, and an estimated time giving them full transparency without any need to contact staff

6:55

Wait, less   عربي My account

Mo Bistro
International cuisine

Garden 8   • Open
Garden 8, New Cairo, Cairo, Egypt

Operating Hours

Sun   09:00 - 23:00
Mon   09:00 - 23:00
Tue   09:00 - 23:00
Wed   09:00 - 23:00
Thu   09:00 - 23:00
Fri   Closed
Sat   Closed

Waitlists

Outdoor   Join
Smoking area

Indoor   Join
AC

*A paused waitlist means the waitlist is not accepting new entries. Existing entries will remain in the waitlist.

*A walk-in waitlist means you can arrive at the business and be seated immediately.

6:55

Join Waitlist

You're about to join the Indoor waitlist at Mo Bistro, Garden 8

Group Size

Enter number of people

Notes (optional)

Enter any additional notes

Join

© 2025 Wait, less. Making waiting easier.

Privacy Policy   Terms & Conditions

6:56

Wait, less   عربي My Account

Mo Bistro   Waiting
Garden 8 • Indoor

Queue position

2nd in line

● ●

Ticket details

1   5
TICKET NUMBER   GROUP

6:55 PM   1
JOINED   AHEAD

Status history

Pending approval   6:55 PM

Waiting   6:55 PM

You can call the branch at +201001693198

You can cancel your waitlist entry if the branch has

Product walk-through (Restaurants)

Business owners manage their branches using the Wait, less dashboard

🏠 Branches

Branches

View and edit your branches

Create branch

• Open

• Closed

| 🏠 **Garden 8** | • Open |
| Garden 8, New Cairo, Cairo, Egypt | |

| 🏠 **Capital** | • Closed |
| Capital, First Al Sheikh Zayed, Giza Governorate | |

Branches

View and edit your branches

🏠 Garden 8   • Open

Garden 8, New Cairo, Cairo, Egypt

🏠 Capital   • Closed

Capital, First Al Sheikh Zayed, Giza Governorate

Create branch

Manage branches

+ Create branch

📋 View and manage
multiple branches

*Analytics coming soon

Front desk staff manage their branch waitlists using the dashboard

🏠 **Garden 8**

Garden 8, New Cairo, Cairo, Egypt

● Open   ● Closed   ⚙

Indoor ⌄   Walk-in   **Waitlist**   Paused

● **Pending Approval (4)**	● **Waiting (3)**	● **Called (1)**	● Completed (2)
Marwan Abdelraouf	**Yaseen Ahmed**	**Omar Farid**	**Sama Abdelmohsen**
+20 10 01693197	+20 12 79855570	+20 10 01693190	+20 10 10526137

Pending Approval — Marwan Abdelraouf
Number	Persons	Registered	Wait
1	4	8:58 PM	02:18

✓ Approve   ✕ Reject

Waiting — Yaseen Ahmed
Number	Persons	Registered	Wait
1	5	8:58 PM	01:57

🔔 Call   ✓ Admit   ✕ Remove

Called — Omar Farid
Number	Persons	Registered	Wait
1	4	8:58 PM	02:0̇7

✓ Admit   ✕ No show

Completed — Sama Abdelmohsen
Number	Persons	Registered	Admitted
1	4	8:58 PM	8:59 PM

Yaseen Ahmed
+20 10 01693123

Number	Persons	Registered	Wait
1	4	8:58 PM	02:18

✓ Approve   ✕ Reject

Abdelmoneim Elziky
+20 10 01693194

Number	Persons	Registered	Wait
1	4	8:57 PM	02:51

🔔 Call   ✓ Admit   ✕ Remove

Kareem Ghorab
+20 10016931912

Number	Persons	Registered	Removed
1	5	8:57 PM	8:59 PM

Ahmed El Masry
+20 10 01693191

Number	Persons	Registered	Wait
1	4	8:57 PM	02:50

Ahmed Hosny
+20 100169319993

Number	Persons	Registered	Wait
1	5	8:57 PM	02:51

● Open ● Closed

🚶 Walk-in

Guests can walk-in and be seated right away

👥 Waitlist
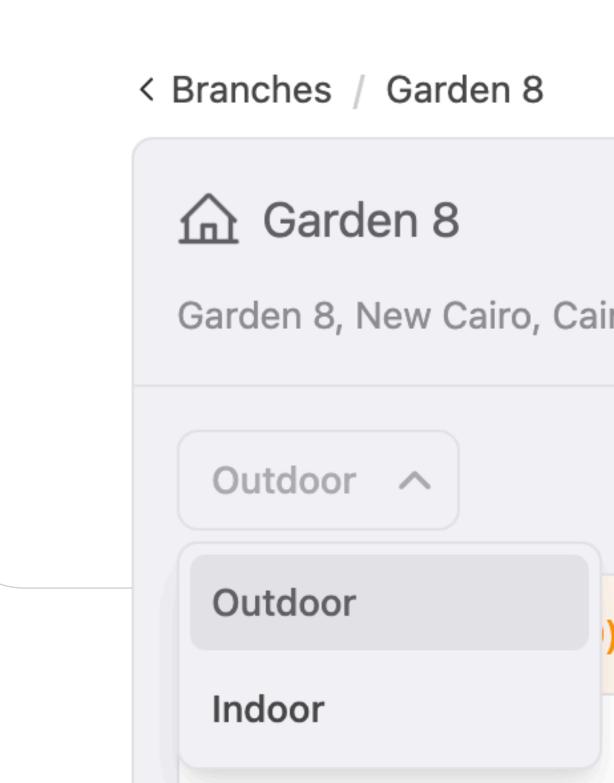
Users need to enter the waitlist using Wait, less

⏸ Paused

If there's high traffic or you're nearing close, you can pause the waitlist momentarily. Existing customers on the waitlist aren't affected

⬲ Waitlists

Staff can manage multiple waitlists. Ideal for settings where you have outdoor/ indoor waitlists for example

● Open ● Closed ⚙

Walk-in **Waitlist** Paused

pleted (8)

Abdelmohsen

< Branches / Garden 8

🏠 Garden 8

Garden 8, New Cairo, Cai

Outdoor ⌃

Outdoor

Indoor

Waitlist states

⚠ **Pending Approval**

To prevent misuse. We allow you to approve clients before they are added to the waiting line (this setting can be turned off)

👥 **Waiting**
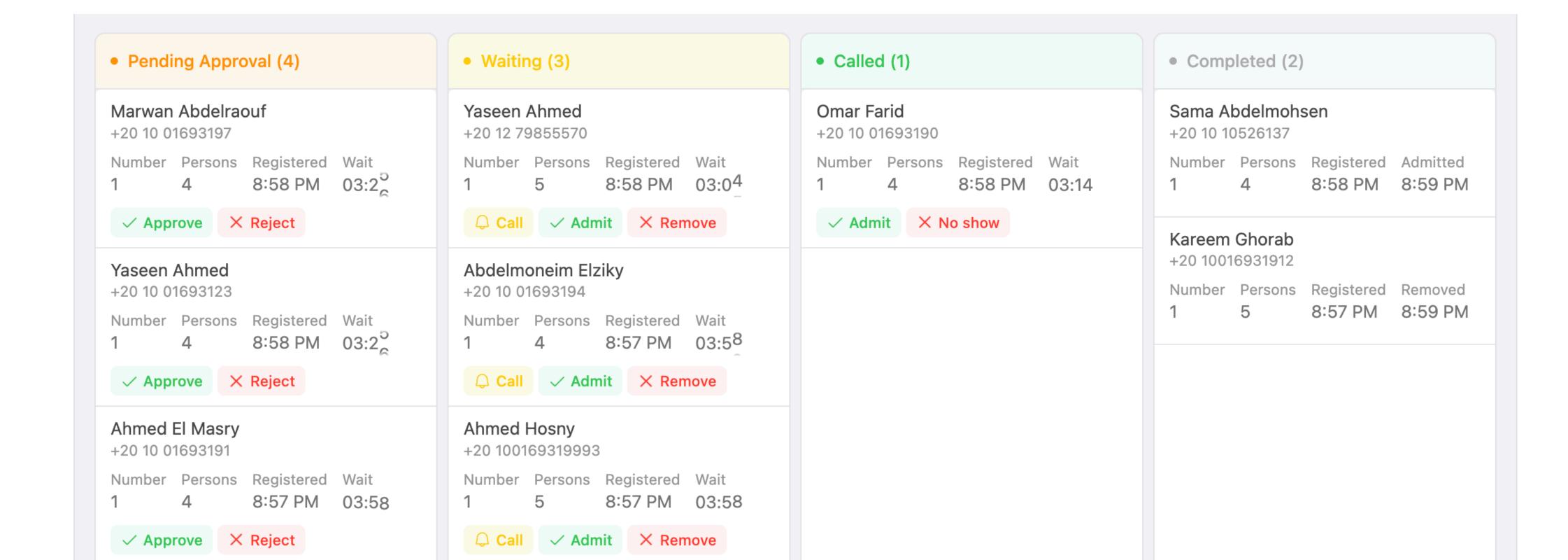
For clients in the waiting list you have three actions: call, admit, and remove

🔔 **Called**

Clients that are called will receive an SMS and given a time limit before they are removed from the waitlist (no show)

✓ **Completed**

Groups that have been admitted, removed, etc

● **Pending Approval (4)**	● **Waiting (3)**	● **Called (1)**	● **Completed (2)**

Pending Approval (4)

Marwan Abdelraouf
+20 10 01693197

Number	Persons	Registered	Wait
1	4	8:58 PM	03:26

✓ Approve   ✕ Reject

Yaseen Ahmed
+20 10 01693123

Number	Persons	Registered	Wait
1	4	8:58 PM	03:26

✓ Approve   ✕ Reject

Ahmed El Masry
+20 10 01693191

Number	Persons	Registered	Wait
1	4	8:57 PM	03:58

✓ Approve   ✕ Reject

Waiting (3)

Yaseen Ahmed
+20 12 79855570

Number	Persons	Registered	Wait
1	5	8:58 PM	03:04

🔔 Call   ✓ Admit   ✕ Remove

Abdelmoneim Elziky
+20 10 01693194

Number	Persons	Registered	Wait
1	4	8:57 PM	03:58

🔔 Call   ✓ Admit   ✕ Remove

Ahmed Hosny
+20 100169319993

Number	Persons	Registered	Wait
1	5	8:57 PM	03:58

🔔 Call   ✓ Admit   ✕ Remove

Called (1)

Omar Farid
+20 10 01693190

Number	Persons	Registered	Wait
1	4	8:58 PM	03:14

✓ Admit   ✕ No show

Completed (2)

Sama Abdelmohsen
+20 10 10526137

Number	Persons	Registered	Admitted
1	4	8:58 PM	8:59 PM

Kareem Ghorab
+20 10016931912

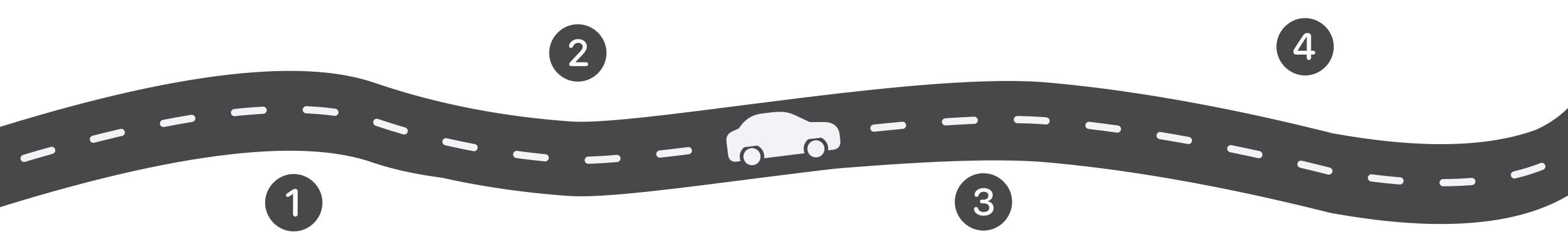| Number	Persons	Registered	Removed
1	5	8:57 PM	8:59 PM

Roadmap

MVP development

Built the core platform with QR check-in, digital queue management, and SMS notifications.

Early marketing & go-to-market

We'll promote the platform during pilots to build interest, then invest in marketing and onboarding to scale adoption.

2

4

1

3

Scoping the problem & ideation

Identified key pain points with manual waitlists, and shaped the digital-first solution.

Pilot with select restaurants

Test in real environments, validate usability, and gather feedback from staff and guests. Refine features and user experience based on pilot insights.

Growth plan

⌁ Detailed analytics. We feel that paper-and-pen waitlists are a waste of precious data that can help you and your customers.

🌐 Waitless will evolve into a discovery platform where you'd be able to browse different malls, see all the restaurants inside, check real-time wait times and menus, and decide where to go.

📅 Reservations. We'll be adding reservations depending on restaurants needs.

⠿ Table auto assignment. We'll simplify the manual seating process and totally off load that from the front desk staff. This depends on restaurant software, which we are actively exploring.

The business value of Waitless

⬆ Boost your revenue

- 🕐 Faster table turnover
- 🙂 Higher customer satisfaction

⬇ Reduce your costs

- 🕐 Less staff time wasted managing queues manually
- 👤 Front desk team can focus on higher value tasks
- 👥 Lower risk of overstaffing through better planning
- 📄 Analytics → smarter scheduling & inventory planning

👥 Elevate guest experience

- 👥 No more crowded entrances
- 🔢 Guests know their place in line
- 💬 Automated SMS updates → less frustration, smoother experience

📈 Strengthen your brand

- ✨ Showcase your restaurant as innovative & customer-focused
- 📱 Deliver the digital convenience today's guests expect
- 👑 Build a premium, modern image that sets you apart from competitors

Possible concerns – and how we address them

Possible concerns – and how we address them

Concern

Why should I pay extra for this system?

Answer

Waitless pays for itself by **increasing table turnover** and **bringing back more repeat guests**, which directly grows your revenue. During the **pilot phase** (completely free of charge), we'll track the impact in your restaurant and provide a clear ROI example. That way, you'll see the break-even point and the extra revenue Waitless generates before you ever **pay a subscription fee.**

Possible concerns – and how we address them

Concern

My staff may resist learning a new system

Answer

Waitless is designed to be **extremely simple and intuitive** for staff. We provide **extensive onboarding and continuous support**, including on-site Arabic training and clear video guides. During the **pilot stage**, we will closely monitor how your team adapts and gather their feedback. Any adjustments needed will be made to ensure the system feels **easy, convenient, and natural** for both your staff and your customers.

Possible concerns – and how we address them

Concern

What if some of our guests aren't comfortable using phones or technology?

Answer

Waitless is built to be flexible. Guests **can scan a QR code or simply visit the website** to join the queue. For those who prefer not to use their phones, **front desk staff can add them manually through the dashboard** in seconds. We also provide training so staff can handle these situations smoothly, ensuring **every guest enjoys the same seamless experience.**

Possible concerns – and how we address them

Concern

What if the internet goes down?

Answer

If the internet goes down, our system clearly indicates whether the restaurant staff is online. Guests can only join the digital waitlist when staff are connected; otherwise, the system switches to offline mode. During these moments, front desk staff can still access the last updated version of the waitlist and seamlessly continue managing it manually. We also provide training to ensure staff know exactly how to handle this situation until connectivity is restored.

Possible concerns – and how we address them

Concern

How do you handle guest data?

Answer

Data is encrypted in transit and at rest. We follow international best practices. We keep transparent data-retention and deletion options.

Possible concerns – and how we address them

Concern

Is the system Arabic-friendly and culturally appropriate for staff and customers?

Answer

Full Arabic localization (RTL), Arabic labels for staff and guest screens, and customer messages phrased for the Egyptian market. During the pilot phase, we will tailor the system to local cultural and customer needs.

Possible concerns – and how we address them

Concern

Are SMS notifications reliable?

Answer

We route SMS through local gateways to maximize delivery success across Egyptian carriers.

We'd love to hear from you!

✉ yehiaabdelm@gmail.com 📞 +201001693199