PATRON SERVICE SYSTEM AND METHOD

ABSTRACT

A patron service system and method is described herein with reference to several exemplary implementations. For example, in one described implementation, portable patron units are provided to patrons for use in a resort or other establishment. The portable patron units are mobile wireless devices that include interactive display screens. The portable patron units enables patrons to interact order items, request services, and/or browse information associated with the resort wirelessly. Portable staff units (104) are provided to staff members for use in the resort or other establishment. The portable staff units are also mobile wireless devices that include interactive display screens (1000). The portable staff units enable staff members to view information about orders and/or requests entered by patrons made by the patrons wirelessly. The portable staff units can also display locations of the portable patron units (1002) to enable staff members to locate portable patron units when delivering items, servicing requests, etc.

Fig. 10