

A SMALL DOMAIN COMMUNICATIONS SYSTEM FOR PERSONALIZED ASSISTANCE

Abstract

A method of providing information to a customer of an establishment which hosts members of the public, wherein a customer at the public establishment may communicate with a centralized server (10) associated with the public establishment through a portable wireless communication device (20a,20b,20c). The server (10) includes at least one general database containing information pertaining to products or services offered by the public establishment and a database comprised of personalized customer profiles for each regular customer of the establishment. The server receives inquiries from the customer through the portable communication device and transmits responses thereto back to the communication device. The server may also compare a first set of information contained in the general database with a second set of information contained in the customer profile corresponding to the particular customer to determine similarities between the sets of information, retrieve information from the general database and customer profile based upon said similarities and transmit the retrieved information to the customer through the communication device.

Fig. 1

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