

Customer Knowledge Base

Customer Knowledge Base — migrated from Notion (public)

- [Welcome to Chubby Club](#)
- [FOH TRAINING GUIDE](#)
 - [Intro](#)
- [CUSTOMER](#)
 - [App Navigation](#)
 - [Download the Chubby Club App](#)
 - [How to Scan a Receipt](#)
 - [How to View & Redeem Rewards](#)
 - [How to Purchase Plus/One](#)
 - [How to Verify Membership](#)
 - [Stacking Policy](#)
 - [How are Points Calculated](#)

- [How Do I Book Priority Waitlist/Reservation](#)
- [FAQ](#)

Welcome to Chubby Club

Policies, SOPs & guides — everything Chubby Club, in one place.

PUBLIC

Customer Help Center

[FAQs, how-tos, scanning receipts, points, rewards & membership guides.](#)

Browse help →

STAFF ONLY

Internal SOPs

[Operations, app usage, NFT, PLUS/ONE & policies for the team.](#)

Open SOPs →

? **Staff:** to open the Internal SOPs, click **Log in** (top-right) and choose “**Log in with Google**” using your Chubby Club Google account.

FOH TRAINING GUIDE

Intro

This page introduces what every employee should know about the Chubby Club app and the partner program.

Management

Management should hold weekly meetings for updates on all newly onboarded partners.

What All Employees Must Know

- Knowledge of partners
- Purpose of the app (loyalty, higher CPP)
- Screenshots of important pages and info
- How points work, how they are valued, and where they come from
- Knowledge of the app
- Status

Key Terms

- **NFT / Lifetime Membership**
- **Status**
- **Annual Membership**
- **One**
- **Plus**
- **Member Pricing**
- **Status**
- **Tasting Credit**
- **PVV**

- **Priority Reservation / Waitlist**
- **Discount Cheat Sheet**

“Don't need: NFT vs. membership (unless Chubby restaurant).”

Familiarity with the Chubby Club App

Employees should be familiar with the Chubby Club app.

Where to Find Status

You're a super admin!

View Business Page >



My Status:

GOLD

View Status ↗

Points Balance: 6,488



To reach Black Status, earn 84,296 more points by the end of the year

[Learn more](#)

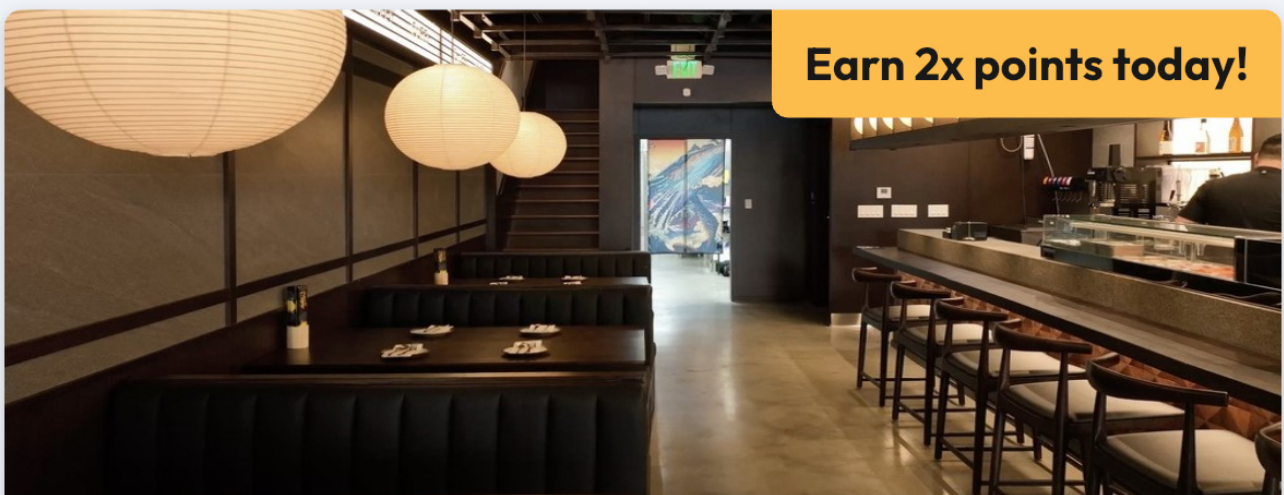


Tap to Scan Receipt for Points!

Must be scanned in-store



All Restaurants



Chubby Curry

1.7 mi

How a Customer Can Redeem Rewards

You're a super admin!

View Business Page >

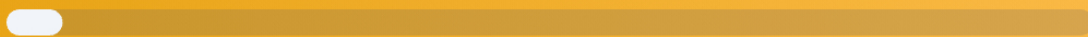


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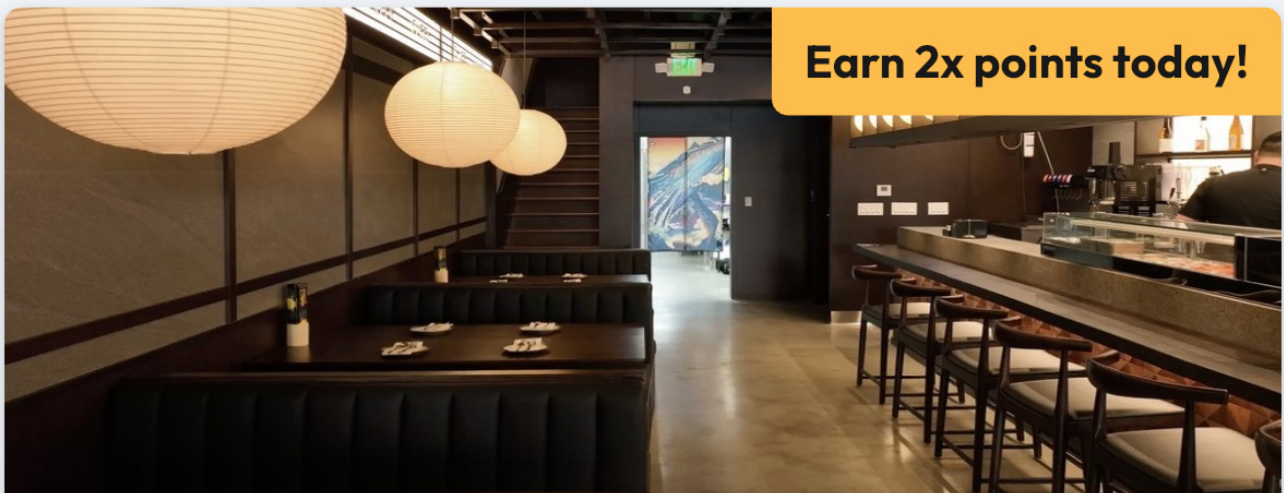


Tap to Scan Receipt for Points!

Must be scanned in-store



All Restaurants



Earn 2x points today!

Chubby Curry

1.7 mi



Chubby Curry

Covina, CA ▾

Get Directions (1.7 mi) 

Anime-themed Japanese curry spot with an open kitchen and a signature Wagyu burger.

Hot Pot

Japanese

Curry

Seafood



Upload Receipt

Earn 2x points!



View Rewards

2 Available



Display Membership Token

Show your waiter to receive perks

My Subscription Perks



Chubby Curry Rewards

6,488

Available Points

Available Point Credits: 250 ⓘ

Rewards



Draft Beer



\$10 OFF!



Draft Beer

How to Scan Receipts for Points



Chubby Curry

Covina, CA ▾

Get Directions (1.7 mi) 

Anime-themed Japanese curry spot with an open kitchen and a signature Wagyu burger.

Hot Pot

Japanese

Curry

Seafood



Upload Receipt

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Chubby Curry

Covina, CA ▾

Get Directions (1.7 mi) 

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Hot Pot

Japanese

Curry

Seafood



Upload Receipt

Earn 2x points!



View Rewards

2 Available

Upload Your Receipt

Earn 3.0 points per dollar!



SCAN RECEIPT

Instructions

1. Receipts must be uploaded **in-store** on the date of

Membership Benefits



Chubby Club PLUS

Welcome to the Club!

My Membership Status



Active

Subscribed since Feb 13, 2025

- ✓ **Membership Pricing/Perks At All Locations**
- ✓ **3,000 Annual Point Credits**
- ✓ **3,000 Birthday Points***
- ✓ **1 Chubby Tea / mo.****
- ✓ **2x Point Earning Multiplier**
- ✓ **Party Boost (With Status)**

* You must visit a location once and scan a receipt BEFORE qualifying to receive birthday points on your birthday

CUSTOMER

CUSTOMER

App Navigation

This page covers navigating the Chubby Club app.

Sections

- Home page
- Maps

CUSTOMER

Download the Chubby Club App

Follow these steps to download the Chubby Club app and set up your account.

Download and Set Up

1. **Find the app** — Search for the Chubby Club app in the App Store or Google Play Store.
2. **Get started** — Press **Get Started** and enter your phone number.



CHUBBY CLUB

By continuing, I agree to Chubby Group's
[Privacy Policy](#) and [Terms of Service](#)

Get Started

Powered by Forge Rewards

3. Enter a referral code (optional) — After registering your phone number, you may enter a referral code.



Phone Number

By entering your phone number,
you agree to receive SMS texts

+1

Phone number

|

Continue

1

2

ABC

3

DEF

4

GHI

5

JKL

6

MNO

7

PQRS

8

TUV

9

WXYZ

0



4. Earn referral points — Your referrer will earn the referral points after you scan your first receipt.

