

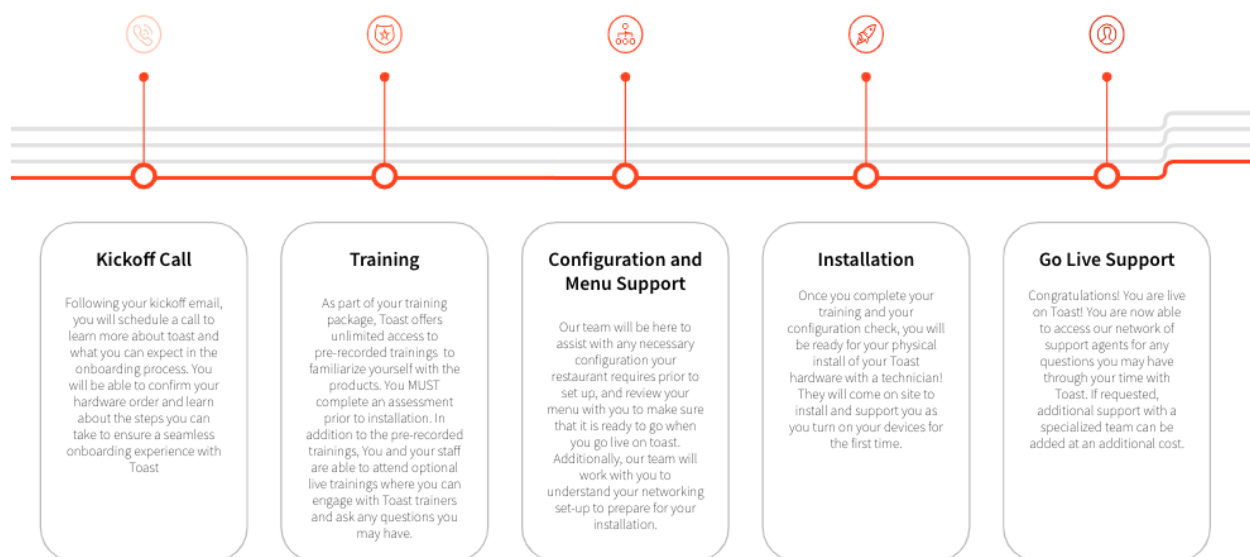


Exhibit 10

Training Requirements

Overview

The description below outlines the end to end process that both the Property Owner and our internal Toast teams and respective technicians will go through to bring a Property Owner live. Below is an overall description of what the onboarding process will look like for the Property Owner.



Further details on the steps of the process for Marriott properties to onboarding can be found below:

Kickoff Call

Following your kickoff email, you will schedule a call to learn more about Toast and what you can expect in the onboarding process. You will be able to confirm your hardware order and learn about the steps you can take to ensure a seamless onboarding experience with Toast.



Timing

- The kickoff call will occur when the customer books their webinar as provided by the Onboarding Consultant
- This will be dependent on the Property Owner's schedule

Requirements for Completion

- Kickoff Call completed and attended by the Property Owner
 - If a Property Owner is unable to attend their kickoff call, their project will be put on hold until they can work with the Onboarding Consultant to reschedule
- Post Kickoff Call email sent to Property Owner
- Request to book Installation and Go Live appointments is sent to the Property Owner

Menu Build and Review

The Onboarding Team will take the menu template collected in the sales process and set up each back end ahead of time. The Onboarding Team will then review the menu set up by our menu team to make sure it meets all your requirements. As needed, we will set up a call to review with Property Owners who require a more individualized set up.

Timing

- The Menu Build task can happen as soon as the Kickoff call can happen and the menu has been received as part of the sales process
- The review can begin as soon as the Menu Build task has been completed
- This will only be applicable for restaurants not using the corporate owned menu

Requirements for Completion

- Menu built by Menu Onboarding Consultant
- Menu has been reviewed by Toast and shared with Property Owner
 - If needed, Menu Review call scheduled with Property Owner
 - If needed, Menu Review call Completed

Training

All Property Owners will receive the Toast Onsite Installation package to ensure a smooth and successful implementation. This package includes a kickoff call, access to training materials and a training assessment, onsite installation and go-live support.



Pre-Live Training:

Property Owners will be offered remote, pre-recorded training videos instructing them on how to set up and operate their POS. These training videos will include a knowledge check at the end to indicate completion. The videos will be supplemented with access to weekly webinars that will allow for direct questions to be asked to the Toast team. Property Owners will also have the option to purchase 1:1 training sessions, if desired, for an additional fee in accordance with Exhibit 8.

Pre-recorded Manager Training:

Remote session. Content applicable for managers and operators. This will be Toast Classroom pre-recorded sessions or live 1:many classes. Topics include:

- How to Configure Toast Web
- Finding Checks & Adjustments
- Reporting
- Completing the Close of Day Procedures on the POS

Pre-recorded Staff Training:

Remote session. Content applicable for managers and front of house staff. This will be Toast Classroom pre-recorded sessions or live 1:many classes. Topics include:

- POS Foundations Training
- Taking Orders & Payments
- Shift Review

Menu Training:

For the corporate or property POS Administrator to learn the basics of Toast's menu management, including:

- Menu hierarchy
- Pricing strategy
- Menu reporting

Remote session with a Toast Menu Specialist who will build the property's menu based on the outcome of the training session

Post-Live Continuous Training & Documentation:



Toast Central and Toast Classroom

[Toast Central](#) will be the first place Property Owners should go when troubleshooting common issues. Marriott will also be able to share the knowledge base articles in corporate training materials. Marriott will be responsible for updating any knowledge base articles used in corporate training materials as features and information may change over time.

[Toast Classroom](#) is our one-stop shop for all training programs. Choose from live expert-led classes or on-demand training. Links can be found in [Toast Central](#).

Toast Classroom is available free of charge as a resource to new employees learning Toast for the first time, and more tenured employees who want to brush up on their knowledge of Toast.

Alternatively, custom, property-specific training can be arranged through our Training department at an additional cost. An agenda will be created and a quote will be provided for the billable hours.

Timing

- Property Owners can begin reviewing training courses as soon as they have access to do so, which they will get after the kickoff call is completed
- Training must be completed by the time the Go Live Readiness call is held, which is a week prior to their scheduled installation
 - Failure to complete training will result in a need to reschedule the Installation until the time that the Property Owner can confirm they have completed their training and assessment

Requirements for Completion

- Property Owner's Implementation Contact has taken training and completed assessment
 - It is assumed that this person will be onsite at the time of the install and go live
 - The Onboarding Consultant will match the email from the implementation contact with the email from the training assessment to verify this



Configuration Check

Our team will be here to assist with any necessary configuration your restaurant requires prior to set up, and review your menu with you to make sure that it is ready to go when you go live on Toast. Additionally, our team will work with you to understand your networking set-up to prepare for your installation.

Timing

- This can happen anytime after the Menu Review is completed
- This Task needs to be completed prior to the Go Live Readiness Call

Requirements for Completion

- Menu has been configured and reviewed
 - If a Property Owner needs a menu review, it will be scheduled with the menu team and this task will remain open until that formal menu review is completed
- Configuration is Complete
 - If a configuration call is required, the Onboarding Consultant will schedule with the Property Owner
- The Onboarding Consultant has confirmed that the technician has permissions needed to perform the install

Go Live Readiness

A 1:1 Go Live Readiness Call will be held with each Property Owner to ensure that they are fully prepared to go live. This will be scheduled between the Onboarding Consultant and the Property Owner and will occur 5 - 7 days prior to go- live.

Timing

- This task will occur 5 - 7 days before the scheduled install date

Requirements for Completion

- Training has been completed
- Go Live Readiness checklist has been reviewed and completed with the Property Owner. Property Owner has been deemed to go live ready
 - If a Property Owner fails to complete the requirements set forth in the Go Live Readiness checklist and needs to reschedule any part of their installation, they



will reach out to their Onboarding Consultant and the Onboarding Consultant will work with the logistics team in accordance with our scheduling policy

Installation

A Certified technician will come onsite to install your hardware, confirm functionality, and make sure your menu has been set up correctly

Timing

- This appointment will be booked by the Property Owner after they attend the kickoff call.
- An email reminder will go out to the customer a few days in advance

Requirements for Completion

- Installation Completed by Technician

Go Live

After installing your hardware, our technicians will be onsite to help ensure your transition to Toast is seamless

Timing

- This appointment will be booked by the Property Owner after they attend the kickoff call
- An email reminder will go out to the Property Owner a few days in advance

Requirements for Completion

- Go Live service appointment Completed by technician
 - This includes any go live support desk hours that the Property Owner requested
- Go Live Follow up Email Sent