CONCLUSION

In this paper, a restaurant scoring system, which is based on facial expression recognition, is proposed. It is possible to get a wider range of customer opinions compared to independent scoring platforms by making a direct request at the end of the visit to the customer. But there is only a rough insight, since only two ratings are requested. Because facial expression recognition is a modern technology that is used in a playful setting for the scoring system, the interest of the customer to give a rating is aroused.

In a next step, the system could be combined with existing text-based rating platforms like Google rating to bring together the advantages of both systems. A further development could lead to a system where the customer can rate touchless in the restaurant. For this, it must be ensured that the accuracy of the facial expression recognition is high enough. It is also an idea to extend the image-based rating system with a speech recognition feature. The customer could express his opinion and impressions verbally or make suggestions for improvement like it is already done with Google ratings.