

E15 LENZ Performance Snapshot (October 2024)

All Scott Davis Direct Reports

131 Health & Sanitation audits completed
4,621 VOC responses received
0 Origami and 0 Red Phone incidences reported

E15

HEALTH & SANITATION

125

Completed Health &
Sanitation Audits

96%

Overall Average Score

Accounts with Failed Audits (<90%)

7

Accounts
5%
of units

16

Total Missed
Critical
Questions

56

Total Resolved
Tickets

3.6

Avg Ticket
Resolution Time
(Days)



42

Open Tickets

AI GENERATED VOICE OF CUSTOMER ANALYSIS

648

Accounts with <10 Monthly VOC
Responses

85% of active units participating in LTF

1,883

Comments to Open Ended Questions

26%

Positive (493)

20%

Neutral (379)

54%

Negative (1011)

Top Categories Driving Negative Comments
(# of comments)

Order Accuracy

Customer Service

Food

ORIGAMI & RED PHONE

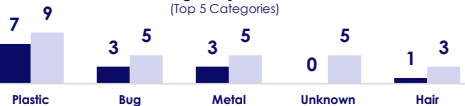
16

Red Phone

32

Origami

Foreign Object Found (Top 5 Categories)



Location Where Foreign Object was Found (Top 5 Categories)

