

E15 LENZ Performance Snapshot (October 2024)
All Scott Davis Direct Reports

125 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
6%
of units

16
Total Missed
Critical
Questions

45
Total Resolved
Tickets

2.7
Avg Ticket
Resolution Time
(Days)



53
Open Tickets

AI GENERATED VOICE OF
CUSTOMER ANALYSIS

648
Accounts with <10 Monthly VOC
Responses
85% of active units participating in LTF

0
AI Identified
Comments with
Foreign Objects

0
Average CSAT for
Accounts with Foreign
Objects in Comments

1,883

Comments to Open Ended Questions

26% Positive (493)
20% Neutral (379)
54% Negative (1011)

Top Categories Driving Negative Comments
(# of comments)

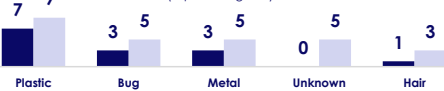
0 Order Accuracy 0 Customer Service 0 Food

ORIGAMI & RED PHONE

16
Red Phone

32
Origami

Foreign Object Found
(Top 5 Categories)



Location Where Foreign Object was Found
(Top 5 Categories)

