



# E15 LENZ Performance Snapshot (October 2024)

## Brian Donohue

27 Health & Sanitation audits completed  
693 VOC responses received  
0 Origami and 0 Red Phone incidences reported

### HEALTH & SANITATION

27

Completed Health & Sanitation Audits

97%

Overall Average Score

### Accounts with Failed Audits (<90%)

0

Accounts  
0%  
of units

0

Total Missed  
Critical  
Questions

0

Total  
Resolved  
Tickets

0

Avg Ticket  
Resolution  
Time (Days)



0

Open  
Tickets

194

Comments to Open Ended  
Questions

38% Positive (73)

19% Neutral (36)

44% Negative (85)

Top Categories Driving Negative Comments  
(# of comments)

0

Food

0

Order Accuracy

0

Customer Service

### AI GENERATED VOICE OF CUSTOMER ANALYSIS

101

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

### ORIGAMI & RED PHONE

# Foreign Objects  
Reported

1

Red Phone

5

Origami

### Foreign Object Found (Top 5 Categories)

1



Bug

0

1

Bone

0

1

Metal

### Location Where Foreign Object was Found (Top 5 Categories)

0

3

Burger

0

1

Meat

0

1

Salad Bar

1

0

Unknown