

E15 LENZ Performance Snapshot (October 2024)

Adam Salem

11 Health & Sanitation audits completed
1,180 VOC responses received
0 Origami and 0 Red Phone incidences reported

15

HEALTH & SANITATION

11

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)



1

Open
Tickets

457

Comments to Open Ended
Questions

29% Positive (134)
17% Neutral (79)
53% Negative (244)

AI GENERATED VOICE OF CUSTOMER ANALYSIS

39

Accounts with <10 Monthly VOC
Responses

65% of active units participating in LTF

Top Categories Driving Negative Comments
(# of comments)

0

Customer Service

0

Facilities

0

Food

0

AI Identified
Comments with
Foreign Objects

0

Average CSAT for
Accounts with Foreign
Objects in Comments

ORIGAMI & RED PHONE

Foreign Objects
Reported

5

Red Phone

4

Origami

Foreign Object Found (Top 5 Categories)

3

Plastic

2

2

Metal

1

0

Hair

1

Location Where Foreign Object was Found (Top 5 Categories)

3

Unknown

0

Grab-n-Go

1

Pizza

1

Buffet

0

Salad Bar

1

0

1