

E15 LENZ Performance Snapshot (October 2024)

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23 Health & Sanitation audits completed
643 VOC responses received
0 Origami and 0 Red Phone incidences reported

15

HEALTH & SANITATION

23

Completed Health & Sanitation Audits

95%

Overall Average Score

Accounts with Failed Audits (<90%)

4

Accounts
17%
of units

16

Total Missed
Critical
Questions

29

Total
Resolved
Tickets

4

Avg Ticket
Resolution
Time (Days)



18

Open
Tickets

252

Comments to Open Ended
Questions

27% Positive (68)
22% Neutral (56)
51% Negative (128)

AI GENERATED VOICE OF CUSTOMER ANALYSIS

76

Accounts with <10 Monthly VOC
Responses

81% of active units participating in LTF

Top Categories Driving Negative Comments
(# of comments)

0

Customer Service

0

Food

0

Facilities

0

AI Identified
Comments with
Foreign Objects

0

Average CSAT for
Accounts with Foreign
Objects in Comments

ORIGAMI & RED PHONE

Foreign Objects
Reported

7

Red Phone

11

Origami

Foreign Object Found (Top 5 Categories)



Location Where Foreign Object was Found (Top 5 Categories)

