

E15 LENZ Performance Snapshot (October 2024)

Rick Russo

33 Health & Sanitation audits completed

1,118 VOC responses received

0 Origami and 0 Red Phone incidents reported

15

HEALTH & SANITATION

33

Completed Health & Sanitation Audits

98%

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

678

Comments to Open Ended
Questions

21% Positive (142)
17% Neutral (117)
62% Negative (419)

AI GENERATED VOICE OF CUSTOMER ANALYSIS

66

Accounts with <10 Monthly VOC
Responses

66% of active units participating in LTF

Top Categories Driving Negative Comments
(# of comments)

0 Order Accuracy
0 Food
0 Ordering Experience

0

AI Identified
Comments with
Foreign Objects

0

Average CSAT for
Accounts with Foreign
Objects in Comments

ORIGAMI & RED PHONE

Foreign Objects
Reported

3

Red Phone

7

Origami

Foreign Object Found (Top 5 Categories)



Location Where Foreign Object was Found (Top 5 Categories)

