

# 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

40

Total  
Resolved  
Tickets

4.9

Avg Ticket  
Resolution  
Time (Days)



7

Open  
Tickets

252

Comments to Open Ended  
Questions

27% Positive (68)

22% Neutral (56)

51% Negative (128)

Top Categories Driving Negative Comments  
(# of comments)

0

Customer Service

0

Food

0

Facilities

## AI GENERATED VOICE OF CUSTOMER ANALYSIS

76

Accounts with <10 Monthly VOC  
Responses

81% 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

7

Red Phone

11

Origami

### Foreign Object Found (Top 5 Categories)

2

2



Bug

2

2



Plastic

1

2



Glass

1

1



Hair

1

1



Rubber

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

6



Unknown

0

Beverage

1

2

Buffet

0

2

Vegetable

0

2

Salad Bar