



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



Bone

0



Metal

Location Where Foreign Object was Found (Top 5 Categories)

0



Burger

0

1

Meat

0

1

Salad Bar

1

0

Unknown