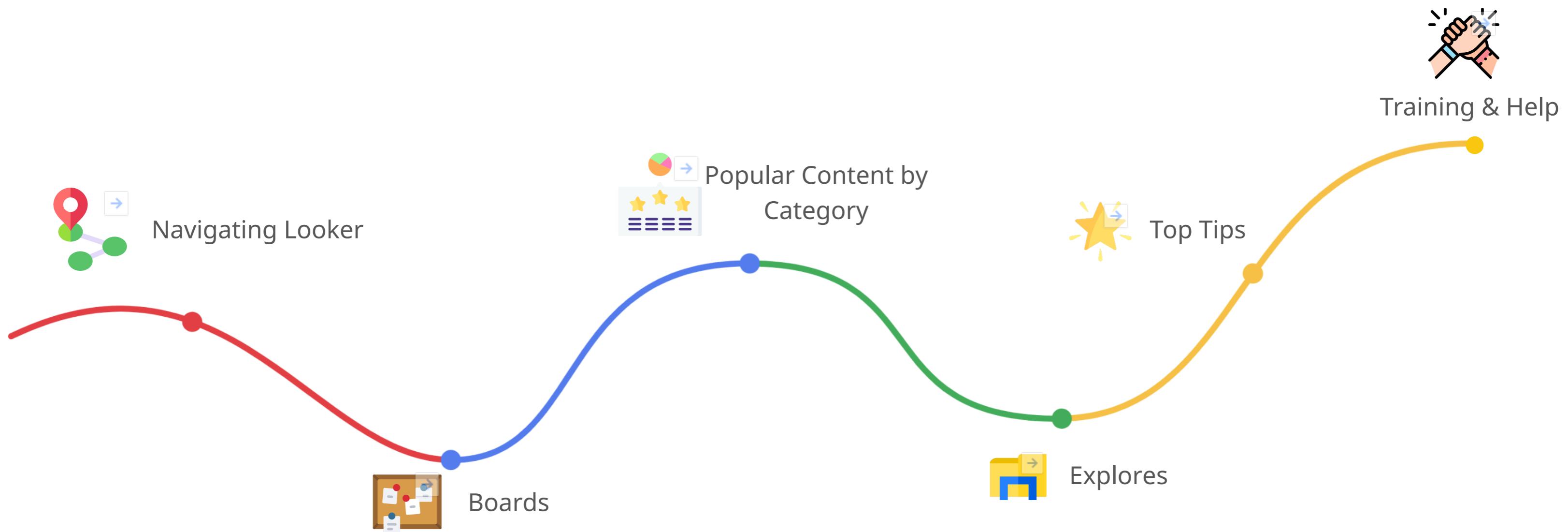


Select a topic or advance to the next page to find out more about Looker at Nando's

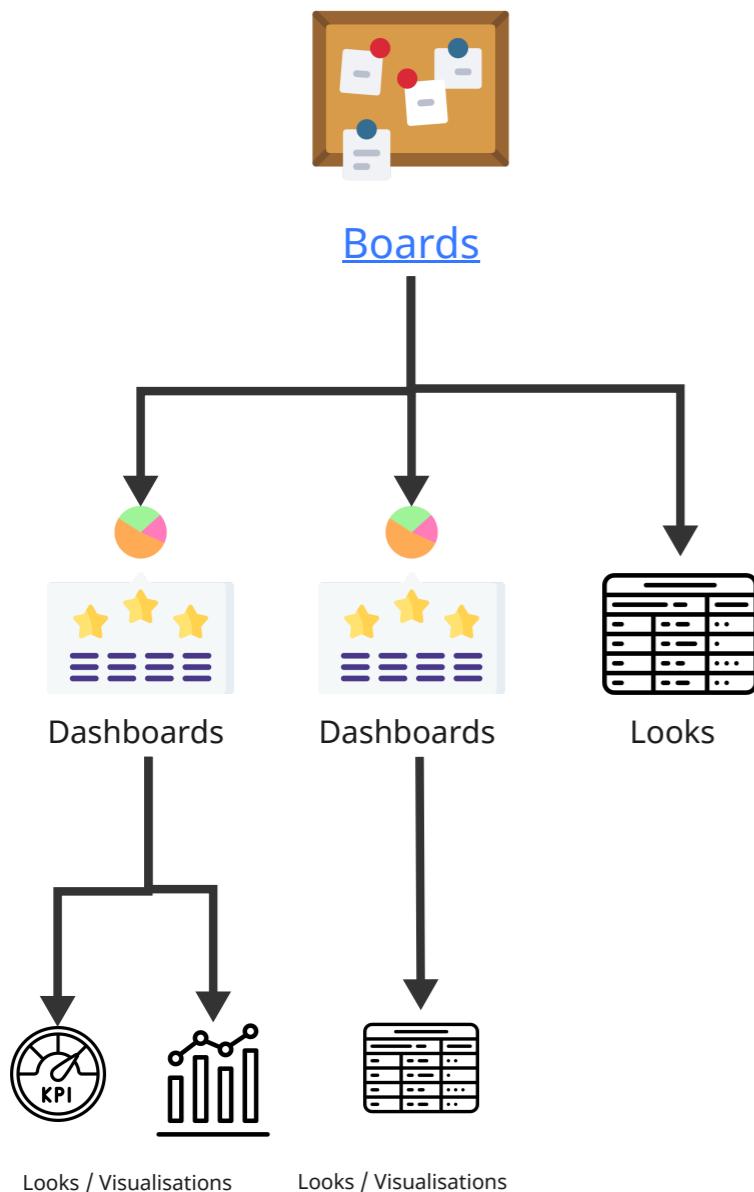




# Navigating Looker: Types of Content

1 Boards are collections of Dashboards or Looks. A Dashboard/Look can appear across multiple Boards. They can be made by any user.

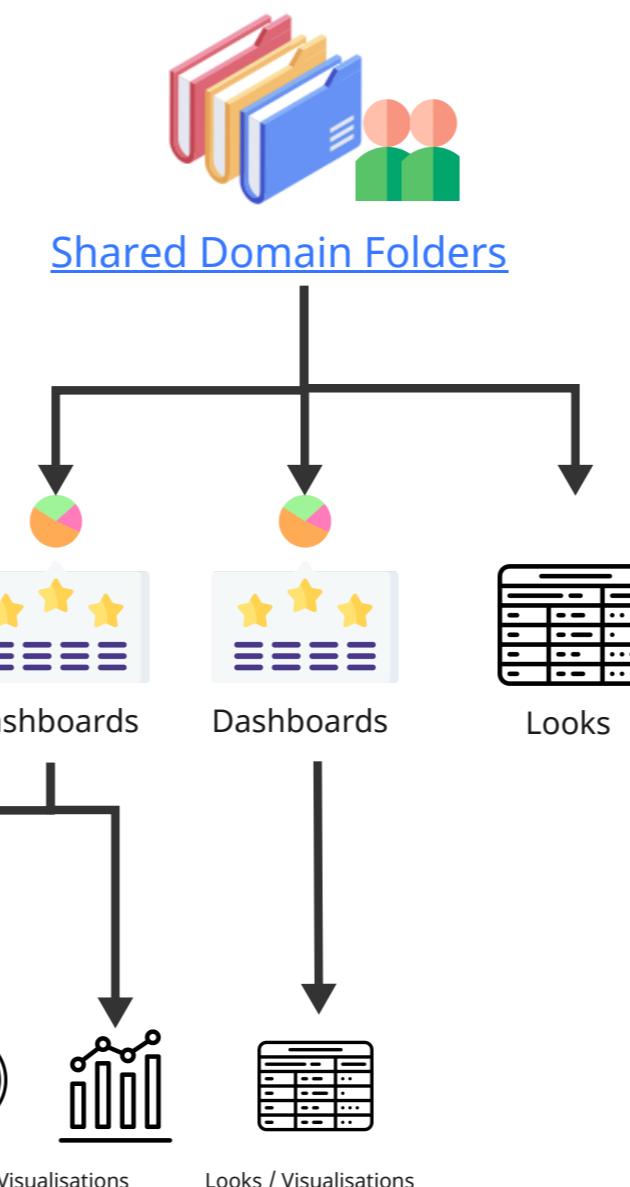
In the next section we have highlighted the key boards curated for our Nando's community by the D&A team



4 Dashboards are collections of Looks or Visualisations

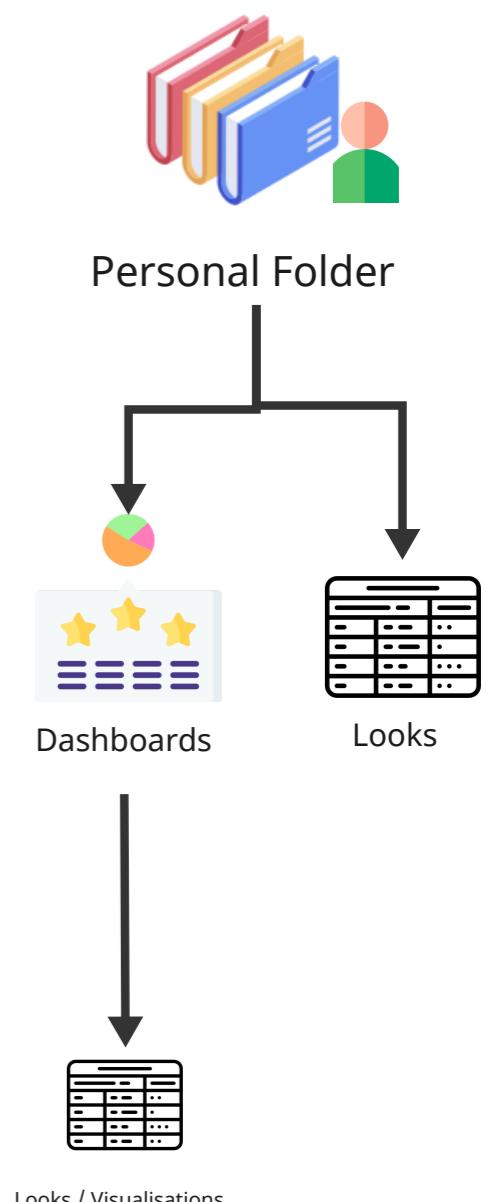
2 Shared Folders exist for each Nando's domain - i.e. Finance, Customers, Nandoca.

This is where Dashboards or Looks are stored, if not in a user's Personal Folder



5 Looks are saved single Visualisation / Table Reports. Looks can exist on their own, or be placed on a Dashboard too.

3 Your Personal folder is where you can store Looks/Dashboards that you have created or copied. Other Central Support users with similar access can see this content though - so keep your room tidy!



6 Visualisations are unsaved Looks. They exist only on the Dashboard to which they appear



# Navigating Looker: Finding Content

1 Use the left-hand pane to Navigate to Boards or Folders

★ Top tip: Heart your Favourites or Bookmark the URL in your web browser!

The screenshot shows the Looker navigation sidebar. It includes sections for Home, Recently Viewed, Favorites, Boards (with sub-options like Gross Profit, Profit & Loss, RD/MD, Restaurants, Stock Management), and Folders (My folder, Shared folders, Acquisition & Attribution, Customer).

2 Select one of our highlighted Boards from the mid-section of the home page. i.e. Core

★ Top tip: Boards are our suggested way of finding content in Looker - since you can group similar content together easily!

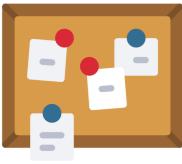
The screenshot shows the Nando's Data & Insights home page. It features a header with the company logo and the text "Data & Insights". Below the header is a "Welcome to Looker!" section with a brief introduction and links to Slack and support materials. The main content area is titled "Looker Boards" and displays four categories: Core, Customers, Tech Product, and Operations. Below this is a "Data Freshness" section with a warning about data refresh times and a link to a dashboard. The final section shown is "Latest News" with a list of recent updates.

3 You can also find content using the Search function. However, this can be a bit hit or miss so we suggest using Boards where you can!

The screenshot shows the Looker search interface. At the top is a toolbar with icons for file, search, dashboard, help, and user. Below is a search bar containing the query "stock". The results are categorized into "Dashboards" and "Looks". Under Dashboards, there are several entries related to stock management, such as "Stock: Variance", "Stock: Usage", and "Stock: Analysis". Under Looks, there are entries like "Wine Can Actual Stock by Restaurant & Date" and "Stock GRV's & Transfers by Restaurant". On the right side, names like Renato Pelizza, Sam Davis, and Sam Davis are listed next to their respective items.

4 ... or use this Content Map guide to find content relevant to you!

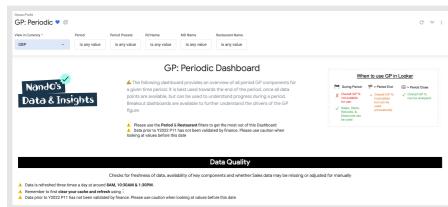




# Top Boards

**Boards** in Looker provide a way for teams to find curated [dashboards](#) and [Looks](#). Dashboards and Looks, which are stored in [folders](#), can be added to multiple boards. Anyone within Looker can create a Board, but below are the key Boards curated by the D&A team to get you started on your Looker journey. We will continue to add and update as and when new content is released!

Be sure to Favourite or Bookmark the ones most relevant to you, or add the content from each onto your very own Personal Board or folder



[Restaurant Board](#)

Stock, Gross Profit, Delivery Metrics, KDS, and Labour Forecasting in once place.

Designed to be used predominantly by Restaurants to provide insight into day to day operations and financials.

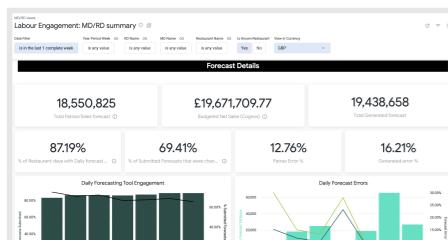
Mostly provides a single Restaurant view of the data.



[Core Board](#)

Core dashboards to address requirements from central services functions. Includes Data Freshness, Trading Summary, and key Customer dashboards.

They're the tip of the content iceberg but should help answer most questions or give an indication of the data we have available.



[RD/MD Board](#)

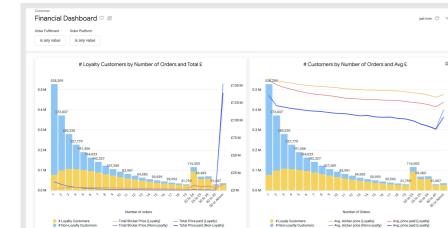
Labour Forecasting and GP comparisons in once place.

Designed to be used by RD's/MD's to provide insight about Regional performance and outliers. Also suitable to be used by Central Support users wanting a holistic view of reporting.



[Ops Board](#)

These dashboards contain data about things that Restaurant Operators should know about, like GP, Stock and labour/forecasting.



[Customer Board](#)

Dashboards presenting data relating to our customers, their behaviour and their sentiment.



# Popular Content

The next three pages highlight our top reports (Dashboards / Looks) grouped together by topic.

Section	Title	Description	Link
Data Quality	Data Freshness	Presents an overall view of the freshness of the datasets used in Looker. Shows when Looker was last refreshed, and how recent each data set is in RAG.	<a href="#">Link</a>
	Till Upload Status	Compares whether each till data file that restaurants should have uploaded to us actually has been, and when it was uploaded. Every restaurant that is open according to opening hours and store closure tables should upload its data at the end of the business day.	<a href="#">Link</a>
Sales	Orders Summary	Gives a high level overview of Net Sales, Discounts, Refunds in one place. Shows trends by Platform for the current week, with comparisons against the prior week for WoW change.	<a href="#">Link</a>
	Weekly Trading Summary	Shows Net Sales Value and Volume, AOV, and Channel % split trends by Week.	<a href="#">Link</a>
	Menu Price Reporting	Participation, Net Spend per Head, Average Order Value and Sales value and volume vs budget	<a href="#">Link</a>
	Gross Sales Breakdown	Shows Gross Sales totals, AOV, Discount and Split % by Channel & Platform	<a href="#">Link</a>
	Order Items	Shows Sales Volume and % by Item Category and Item	<a href="#">Link</a>

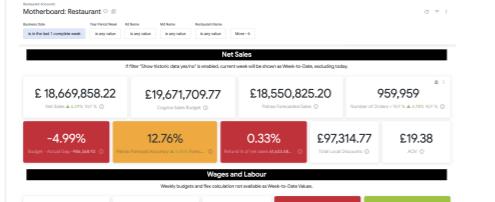
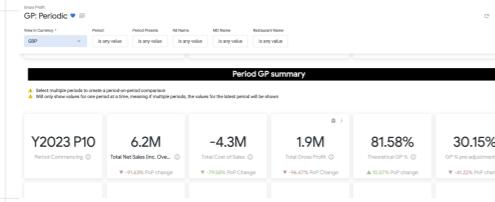


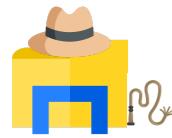
# Popular Content (cont.)

Section	Title	Description	Link
Discounts	Discounts	Breakdown of Discount totals by type over time	<a href="#">Link</a>
Refunds	Refunds	Breakdown of Refunds by type (Till, NPA etc) over time	<a href="#">Link</a>
	Fraudulent Refund Summary	Summary of Fraudulent refund activity across the NPA and Deliveroo platforms. For example claims of Incorrect Items, Non-Deliveries, Food Quality etc.	<a href="#">Link</a>
Stock	Stock Summary	A Look showing Net Sales, Stock Variance and Movement and Stock Loss %, by Restaurant and Period. Gives a holistic view across all regions	<a href="#">Link</a>
Customer	Customers	This dashboard presents Customer Information by Loyalty, RFM segmentation and Marketing Consent Check information in each section shows to know what filters to use. Segments are base on RFM Analysis run on Q123	<a href="#">Link</a>
	Loyalty	This dashboard presents Customer Loyalty and Rewards information by marketing email consent and RFM Segment. Segments are base on RFM Analysis run on latest available quarter.	<a href="#">Link</a>
	Customer Feedback RD/MD	The Customer Feedback MD/RD Dashboard shows a summary of NPS scores by RD, MD, and Restaurant over time	<a href="#">Link</a>



# Popular Content (cont.)

Section	Title	Description	Link
Restaurant Operation	Weekly Ops Summary	<p>Designed to be a one-stop-shop for all restaurant data needs. Focus on KPI's to enable alerting and scheduling of key measures across Sales, GP, Stock, Delivery Metrics, and Labour Forecasting</p> 	<a href="#">Link</a>
	RD/MD Motherboard	Coming soon	-
	GP Periodic	<p>Provides an overview of all period GP components for a given time period. It is best used towards the end of the period, once all data points are available, but can be used to understand progress during a period.</p> <p>Breakout dashboards are available to further understand the drivers of the GP figure</p> 	<a href="#">Link</a>
	Stock: Analysis	An overview of the 'Journey' of each raw ingredient from Opening stock through to Closing, and everything in between	<a href="#">Link</a>
	Stock: Variance	Provides a full breakdown of variances across all raw ingredients for a given time period. Variances already include any declared stock transfers.	<a href="#">Link</a>
	Labour Engagement: Current +3 Week	Provides a glanceable view of which restaurants have filled in their rota and forecasts for this week and the next 3 coming up	<a href="#">Link</a>
	Sales Forecasting & Labour Management Summary	Designed to help understand how your labour is being deployed and how well restaurant forecasts are doing. The reports can be used looking forward and backwards to understand trends as well as what's coming up soon	<a href="#">Link</a>
	Delivery Metrics	Presents delivery metrics information across the Delivery channel and over the last 90 days	<a href="#">Link</a>



# Explores

Explores are report interfaces where users with an Explore license can build their own content. Each explore contains multiple table views (data sets) setup by the data team, which you can use to build content from scratch. Below is a glossary of the key explores.



If you need help with Explores check out [this guide](#), or watch the second half of [our training video!](#)

Area	Explore	Description
Sales	<a href="#">Orders</a>	One of our main Explores at Nando's since it contains Order level Sales and links to our Restaurant Master data and Nando's Calendar. Use this to understand Sales trend and Order level analyses such as AOV by Channel
	<a href="#">Order Items</a>	Similar to the Orders Explore but can be used to analyse what makes up an Order. For example, working out how many Orders contained a particular item or Category of item. i.e. Sides, Add-ons.
	<a href="#">Orders Summary</a>	Designed for easy periodic trend analysis. Pre-aggregated measures to allow for comparison of Sales vs Last Week, Period to Date, Last Year etc.
	<a href="#">Till Discount Summary</a>	Allows for easier analyses of Order Discounts, since Orders & Order Items may be difficult to analyse where multiple discounts were used on an Order.
	<a href="#">Refund Summary</a>	A combined view of all the Refund activity made through the Tills, Vita Mojo, NPA and Deliveroo
	<a href="#">NPA Sales</a>	A view of Sales through the NPA platform (Delivery, Collect & Eat In). This can be used as an alternative to the Orders model, since there may be instances where an NPA sale does not make it to the till due to technical issues.
	<a href="#">Deliveroo All Sales</a>	A view of Deliveroo Sales (Core & NPA Delivery). This can be used as an alternative to the Orders model, since there may be instances where a Deliveroo Sale does not make it to the till due to technical issues or cancelations etc.
Operations	<a href="#">Rota Forecast Detailed</a>	Contains Scheduled Rota Detail by Shift, showing Total Hours and Wages Cost
	<a href="#">Daily PI Forecasts</a>	Combined forecast exploring all forecasts and budgets, with error calculations against actual sales. Values shown are per Restaurant, per Day.
	<a href="#">Hourly Summary</a>	Shows Labour and Forecasting by Hour, Day and Restaurant. Useful for comparing Forecast vs Actuals vs Sales
Financial	<a href="#">Stripe Transactions</a>	Stripe Transactional detail showing amounts, fees, and links to associated Order information where possible. Useful for investigating charges, refunds, and comparing totals against actual receipts
	<a href="#">UNIT4 Journals</a>	Shows UNIT4 P&L data alongside Gross Profit, Restaurant Master, and Nando's calendar data. Useful for understanding the breakdown of GP calculations in Looker



## Explores (cont.)

Area	Explore	Description
Customers	<a href="#">Customer Analytic Record</a>	Contains all information about all customers registered at Nando's, it consolidates all relevant data at the customer level.
	<a href="#">Customer Feedback</a>	Contains the Yumpingo Review detail behind our NPS calculations
Delivery	<a href="#">Deliveroo Combined Customer Care</a>	Provides all the detail contained with Deliveroo's Customer Care file to help understand Customer queries, refunds processing and complaints
Gross Profit	<a href="#">Gross Profit Periodic</a>	Provides a breakdown of the GP calculated measures by Restaurant and Period. Useful for analysing Net Sales as recorded in the Tills vs UNIT4 for example.
	<a href="#">Stock</a>	Provides a view of Stock by Item, Transfers, and latest Stock Counts as recorded in Stock Solutions



## Top Tips

*Here are our top tips!*



Bookmark your favourite content using your web-browser. All filters you select are saved in the URL, so if you select a period of 'Last Week' for example, you can easily see Last's Week's data each time you load your bookmark!



Remember to select 'All Results' when Downloading data from Looker. Looker caps your results by 500 rows by default!



Remember to always double check your filters! Most issues arise when a stray filter has been left in during selection



**PIVOT!**

When Exploring and building your own content play with the pivot field option to change your rows into columns and vice versa. This will help you display your data in the best way for your analyses!



Remember to share your URL link or any reports you may be comparing against when raising a query in the #data-community. This will help us answer your query quicker!

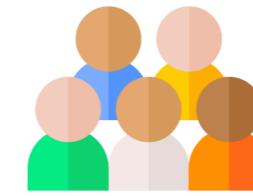


# Training & Help

*Need more help? Don't worry - we have you covered!*

## New to Looker?

- [Welcome to Looker \(Looker Video\)](#)
- [Navigating Looker \(Nando's Guide\)](#)
- [Find the right Board for you \(Nando's Guide\)](#)
- [What Looker content do we have available? \(Nando's Guide\)](#)
- [Sharing a dashboard's URL \(Looker Article\)](#)



*Don't forget that in addition to these guides you can reach out on the [#data-community](#) channel on Slack with questions. You can get help here directly from the Data & Analytics team, or other SME's from across Nando's!*

## Advanced Functionality

- [Downloading Content \(Looker Article\)](#)
- [Scheduling data deliveries \(Looker Article\)](#)



*Please do not direct queries via email to one of our team. We don't monitor inboxes for queries and our Slack community channel will always yield the fastest responses!*

## Need help understanding what content is out there?

- [Top Nando's Content \(Nando's Guide\)](#)
- [Our curated Boards \(Nando's Guide\)](#)

## Need help Exploring?

- [Nando's Looker Training \(Nando's Slides\)](#)
- [Nando's Explorer Training @ 55mins in \(Nando's Video\)](#)
- [Exploring Data in Looker \(Looker's help guide\)](#)
- [Glossary of Key Explores \(Nando's Guide\)](#)



*We regularly organise drop in sessions when releasing new content. Keep an eye out in the data community or the sauce for planned sessions!*