



Tablet Test Launch Findings

Summary

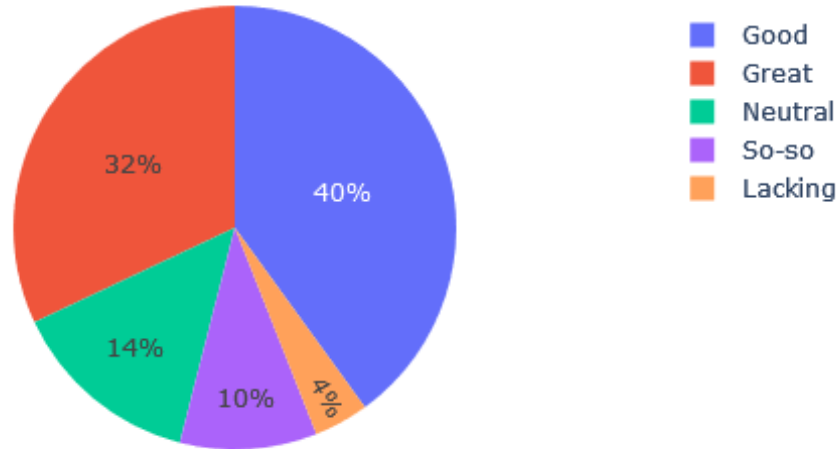
- *The positive response using tablets got off with a good start*
- *Long waiting times is still a problem*
- *Food ordering can be improved*
- *Payment checkout is quick, some want cash*
- *Birthday Club and Newsletter signups good*

Overview

- *Measured food order delivery and accuracy*
- *Counted tablet smooth operation*
- *Analysed customer experiences with tablet usage*
- *Collected waiting time at the lobby area*
- *Measured checkout times for payment*

Findings

Tablet Overall Experience



Next Steps

Improvement Needed

Lobby waiting times need to be reduced

Recommendation

Front and back staff teamwork to resolve it

Next Steps

Improvement Needed

Modes of payment: Card and cash

Recommendation

Menu option inside tablet for customers to choose