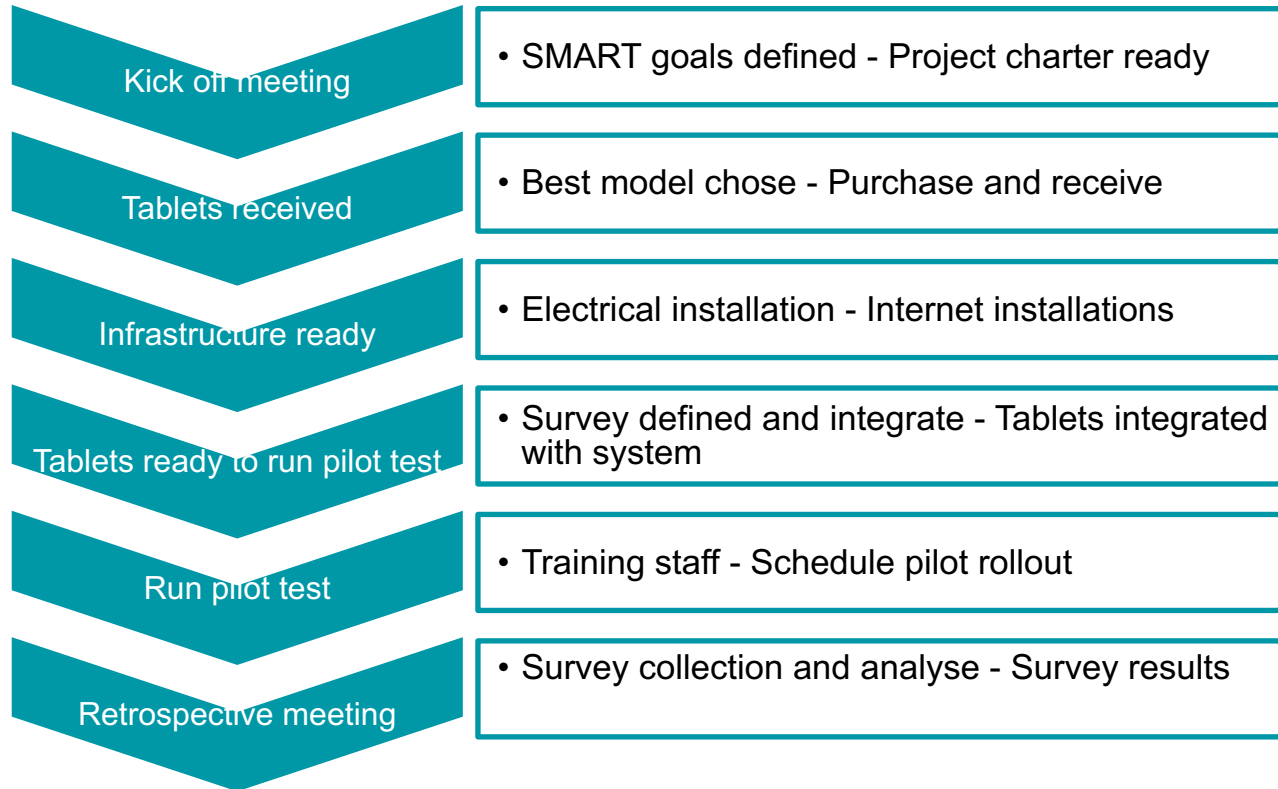




[Pilot rollout survey results]

Summary



Overview

Customer satisfaction

Average ticket time of 8 minutes for appetizer and 12-15 minutes to entrees

Reduction by 30 minutes in average table turn

Customers wait time in the lobby inferior to 10 minutes

Tablets are ease-of-use

1 Min time for checkout

98% of accuracy in orders

Tablets are functional

Less than 5% of customers using tablets report technical issue

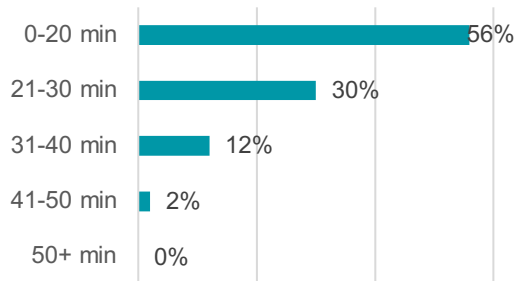
Good experience checking out with tablet

Increase using of coupons to upsell products

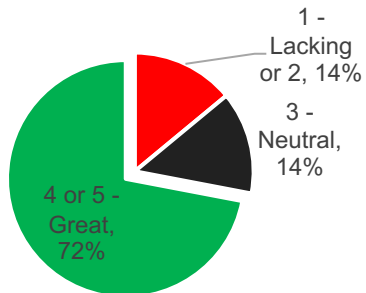
Findings



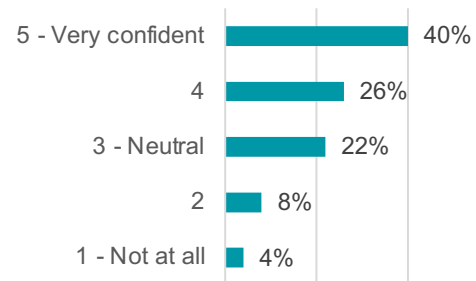
Time to receive food



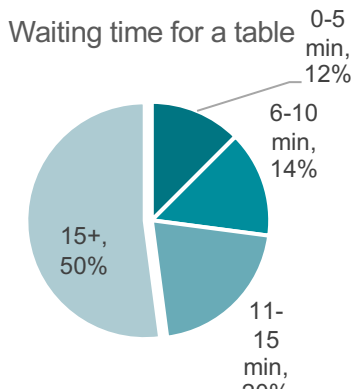
Experience using table overall



Confidence to pay through tablet

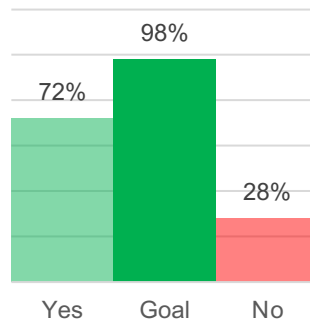


Customer satisfaction



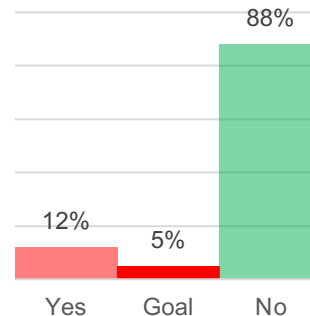
Tablets are easy-of-use

Accuracy on orders



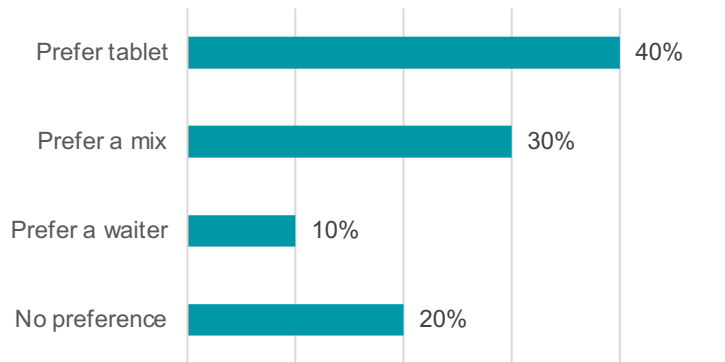
Tablets are functional

Technical issues



Next Steps

Preference for type of service



“It kept freezing but after the waiter did a reboot it was fine”

“Please, give us the option in the future of choosing a waiter”

- 40% of customers prefer a mix or only be attended by a waiter.
- Insert on the process of receiving a guess to check their preference for service, so the restaurant can provide the best experience personalized to that customer.
- Waiters are indispensable and should be trained to solve some minor issues on tablets.

Next Steps

- Analyze issues regarding orders to the kitchen, accuracy keeps in low level and need to be improved.
- Problems reported:
 1. Kitchen did not make alterations ordered for dishes
 2. Entree overcooked
 3. Wrong dish brought over the table
- Points to analyze:
 1. Are alterations clear on dockets?
 2. Was the dish according to standards of the restaurant?
 3. Where exactly in the process happened a mistake?
 - a) Did customer order wrongly?
 - b) Did kitchen cook wrongly?
 - c) Did kitchen send the order to the wrong table?
 - d) Did waiter brought the order over the wrong table?