Tech in the Restaurant

* There’s a big vacuum for tech in the Restaurant scene
  + Many different actions such as checking temp logs, writing out bills, writing on paper for ordering and losing orders
  + “Because of the fragmented nature of the industry and the very thin profit margins of most restaurants, the sector hasn’t evolved from a technology-innovation standpoint as quickly as other industries.” (the globe)
* On-Demand delivery is biggest market
* Traditional POS still needs more innovation
* Different types of tech
  + Electronic Point of Sale systems instead of cash registers
    - Think McDonalds Kiosk, even the ones in the study
  + Smart tables, watch food in webcam pay bills
    - Chilis?
  + TouchBistro
    - Send orders in on an iPad, goes to kitchen immediately
    - Increases speed and efficiency by “seven minutes a table”
    - Increase revenue with recommendations
    - “Also ties 3rd party apps for accounting, inventory control, staff scheduling and management, reservations and online ordering” (the globe)
  + Apps that uses smartphones to place orders, drink refills
    - Boston Pizza International Inc
    - App elimination, progressive web apps (restaurant business)
  + Blue Rover Inc
    - Tracks how long fridge is open, what the heat is.
      * Can even continue to heat to make sure at the right temp
    - Innovations to make sure delivery boxes go correctly
  + Digital Inventory Tracking (Fastcasual)
    - Uses tech to give approximations on how much should be selling and how much should have.
    - Helps to “alert managers to discrepancies from over-portioning, waste, and theft so that they can be resolved immediately.”
    - Voice tech as back of house automation (restaurant business)
  + Automated purchasing tool
    - Buys products when the inventory gets to a certain point (Fastcasual)
  + Digital table/reservation manager
    - Letting those know with text when tables are ready and accurate wait times (Fast casual)
  + Autonomous drivers for delivering food
  + Face recognition to speed up ordering for loyal customers
    - <https://www.restaurantbusinessonline.com/technology/burger-chain-tests-facial-recognition-ordering-loyalty>
* Possible concerns
  + Need to have servers to demonstrate warmth and kindness, hospitality
  + Affects PoC disproportionately because they don’t have cards
  + Not using cash makes it difficult for anonymity, connected even more to the world
  + How much interaction should we cut out
* Future
  + IoT will continue to grow in restaurants, making things simpler to do
  + IoT could give more analytics to give better suggestions on what to eat
  + Mobile pay becoming the preferred method of payment

References

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