

Feedback From:	Type:	Description:	Evidence:	Actions:
Customers	Went well	High customer satisfaction with checkout process.	82% agreed: "I found the checkout process quick, easy, secure."	Keep current checkout process, but ensure signage or onboarding mentions accepted payment types (e.g., no cash).
Customers	Went well	Guests found waitstaff instruction helpful.	76% said waitstaff instructed them "very well."	Reinforce training for waitstaff to maintain this strong performance.
Customers	Went well	Positive perception of overall tablet experience.	72% rated tablets 4 or 5 out of 5.	Use positive quotes in internal comms and marketing to build buy-in.
Customers	Needs improvement	Guests experienced long wait times for tables.	54% waited 15+ minutes to be seated.	Re-evaluate front-of-house processes to reduce seating delays; consider better reservation/time slot systems.
Customers	Needs improvement	Multiple food orders were incorrect.	28% said their order was wrong; complaints included missing substitutions and overcooking.	Improve kitchen communication and POS accuracy; consider review checkpoint before order sent to kitchen.
Customers	Needs improvement	Confusion and issues with cash payment during checkout.	Several mentioned they "didn't realize" cash wasn't accepted or had tablet freezing.	Add clear signage or prompts on tablets about payment options; improve tablet reliability.