

From: Carlos Soto <carlos_soto@gardenelizabethtownrestaurants.com>

Date: Fri, 3/27/2021 3:14 PM

Subject: Discovery session

To: You <You@gmail.com>

Team:

Thank you for the productive discovery session earlier today!

As discussed, attached are a few data sources that our team collected as we work on improving our delivery business. This data includes:

- Customer satisfaction survey results
- Data on how long each delivery takes compared to distance from Garden

In addition, you'll find a file that contains pictures of sandwich deliveries over a period of 30 days. (We had a campaign that asked customers to photograph their orders, then share them on social media. We hope to use these pictures to evaluate quality control and ensure our sandwiches arrive in great condition.)

Please let me know if you need anything else. Otherwise, we look forward to regrouping in a few weeks to understand how best to use this information to inform our plan.

Thanks,
Carlos

Carlos Soto

Vice President of Customer Experience
Garden Restaurant Group
Elizabethtown, KY