



Hospitality Innovation Day

Innovation Partners - stimulation session

We are very excited to confirm our Innovation Partners who will be hosting an Innovation Stimulation Session. All our Innovation Partners are experienced and innovative problem solvers who are going to share case studies and learnings from their experience improving workflow productivity in hospitality businesses.

There will be 10 Innovation Stimulation Sessions hosted between 11:45 - 13:15, each lasting 20 minutes and you will be able to attend up to 3 sessions, which you will register for on your arrival at Oxford Brookes.

Each session will aim to showcase collaboration between an expert in tech or process innovation and a hospitality business which we hope will illustrate leading edge solutions to improving your businesses productivity.

Our Innovation Partners

Servo AI

Imagine having the power to pinpoint every possible service improvement across your hospitality operation, all through your current CCTV set-up.

Applying novel computer vision on existing camera footage, Servo helps multi-site operators analyse their service execution in depth, revealing hidden pain points in FOH and BOH activity. Recommendations are proven to drive significant improvements in guest experience, top-line performance and bottom-line efficiency.

Servo is GDPR-compliant and works with some of the most forward-thinking operators in the industry, from leading full-service restaurants and bars, to QSRs, catering providers and hotels.



Harri - Retention deserves your Attention

It's time to stop trying to hire your way out of a retention crisis. Harri Engage helps you get to the source and slow turnover in its tracks.

Created in partnership with McDonald's, this platform-agnostic app measures employee sentiment, gathers feedback, and is their best buddy in the first 90 days of employment.

harri

Vita Mojo

The hospitality industry has been hit hard from economic uncertainties, and rapidly evolving consumer preferences. However, amidst the challenges, we've witnessed remarkable resilience, innovation, and adaptation among change-makers in the industry we love so much.

Operators who have embraced change, adapted to new realities, and prioritised innovation have not only survived but thrived in turbulent times. Today we want to highlight some case studies from three innovative customers of Vita Mojo. These brands each have gone on their own change management journey, prioritising guest experience at every turn.

Vita Mojo transforms the chaos of order management and delivers calm to kitchens worldwide. Partnering with 150+ brands, we provide one central menu to update, one system to manage every order, and one source for all sales data—giving scaling brands the breathing space to expand.



Zonal

Zonal is a British, family-owned connected technology provider offering a wide range of tried and tested solutions to more than 16,000 businesses of all shapes and sizes across the hospitality industry. With an ever-growing list of more than 200 third-party integrations, Zonal helps operators to build their perfect tech stack in order to streamline operations, maximise profits and deliver great guest experiences – all backed up by unparalleled, industry-leading support.

In this session, Joel Wilson, Technical Sales Manager, and Jason McCowan, Senior Sales Manager, will explore the role technology plays within the customer journey, from the moment they book, to ordering to post visit insights. They will demonstrate how connected tech can truly enhance the guest experience, automate processes, reduce costs and provide operators with time savings and actionable insights to maximise profits.



Tenzo

Tenzo is the powerful Restaurant PerformanceOps platform in the palm of your hands. Tenzo brings together data from all your operational technologies in real time, from POS to inventory management, from reviews to labour scheduler. Allowing restaurant operators, from Head Office to General Managers, to supercharge their restaurant's performance. Enabling better collaboration between team members, predicting sales, improving performance, hitting KPIs. Empowering you to act and improve performance. All the time. Helping your restaurant thrive.

Session 1: Forecasting for success: how demand forecasts can help you nail productivity goals

Join us as we dive into the world of demand forecasting. We'll cover the typical challenges hospitality operators run into when thinking about their forecasting process. We'll also look at how to measure forecast accuracy and what operational impact improving that accuracy can have. Finally, we'll discuss why AI alone isn't the answer to the best demand forecasts.

Session 2: Making labour decisions in real-time: can your business cope with shifting demand?

In this session, we'll look at how to best make intra-day labour decisions: how you know when it's time to make a call on staff levels, the impact on team morale and the potential customer implications. We'll see how tech can help dampen the impact and what you need to consider in order to have the best possible information at your fingertips.



S4 Labour

S4labour designs the leading people, planning and payroll tools for forward-thinking businesses with flexible workforces. By streamlining processes and giving clearer insights, it supports better decision making in the areas of rota, HR, and Payroll. S4labour combines leading tech, automations and integrations with an Operational Excellence Programme that establishes clinical habits and team leadership, driving significant sales growth and time savings, while driving savings of £40,000 per site.

Alastair Scott, founder and CEO, will be talking about how technological innovation, now adopted by most operators is the starting point for administrative efficiency, but combining the tech with embedding clinical habits with teams is the key to unlocking huge sales growth and cost efficiencies.

Alastair will look at case data on how combining tech and habit changes enables operators to be their best, resulting in constantly more productive shifts and huge cost savings.



AlixPartners

AlixPartners are a global consulting firm, with over 3,000 colleagues who work across a variety of industries, our consultants have 15+ years of experience on average, which makes us industry and functional experts. We pride ourselves of delivering “results, not reports”, focusing on actionable and practical solutions.

- Labour framework: how we assess current labour management practices
- Labour cost driver tree: used to identify levels for improvement
- Case study #1: American fast-food company
- Case study #2: UK-based grocery retailer



Karma Kitchen

Run > Grow > Transform. How the right infrastructure and operations can connect you with your customer and super power your product.

What do McDonalds, Bun House, Lexington and Popeyes have in common? They use the right kind of infrastructure at the right points in their supply chain to super charge growth.

Each of these brands understands which bits of their value proposition are most important to customers as they have scaled, and deploys specific physical infrastructure to support fast, scaled up distribution of these key value aspects of their brand.

This session, run by Karma Kitchen's founder Eccie Newton, explores how multinationals and SMEs are using disruptive infrastructure to grow and transform their businesses.

We look at what part of your value proposition are essential to your brand and how understanding what your customers really care about is the pathway to unlocking growth at any size.

We'll then examine ways in which Karma Kitchen 'clears the path' allowing brands to drive home consistency and improve product quality or brand experience for businesses.

The session touches on what Karma Kitchen does through case studies then focuses in on each business and how their value proposition has evolved with scale.



frog

frog is a leading global creative & strategy consultancy, part of Capgemini Invent. We are global leaders in defining, designing and launching future stores & omnichannel retail & hospitality experiences.

Our work stretches from the creation of new retail and location network strategies, to designing the future retail concept, to testing individual new store/O2O experiences & services, through to the technology build, scale and support of new store solutions at a global level. We bring experience and learnings across industries and formats to drive innovation, from convenience stores to luxury boutiques, from bank branches to restaurants, and airports to shopping centres.



OrderPay

OrderPay is a leading innovator in digital ordering and payment solutions. Our suite of products are designed to streamline operations across the hospitality industry, enhancing efficiency and improving the customer dining experience.

Exploring the transformative impact of automating administrative and routine tasks to significantly enhance operational efficiency, enabling staff to focus on improving the dining experience, leading to improved customer satisfaction.

Showcasing pioneering products developed in collaboration with our hospitality clients and their significant impact on productivity. Followed by a glimpse at future

trends in hospitality technology and the upcoming innovations set to transform the industry.



OrderPay