

#### The secret to seamless service

Why do people go out to eat & drink?

#### Hunger?

#### Thirst?

WE ARE

ARE VOU?

SHIRSTY

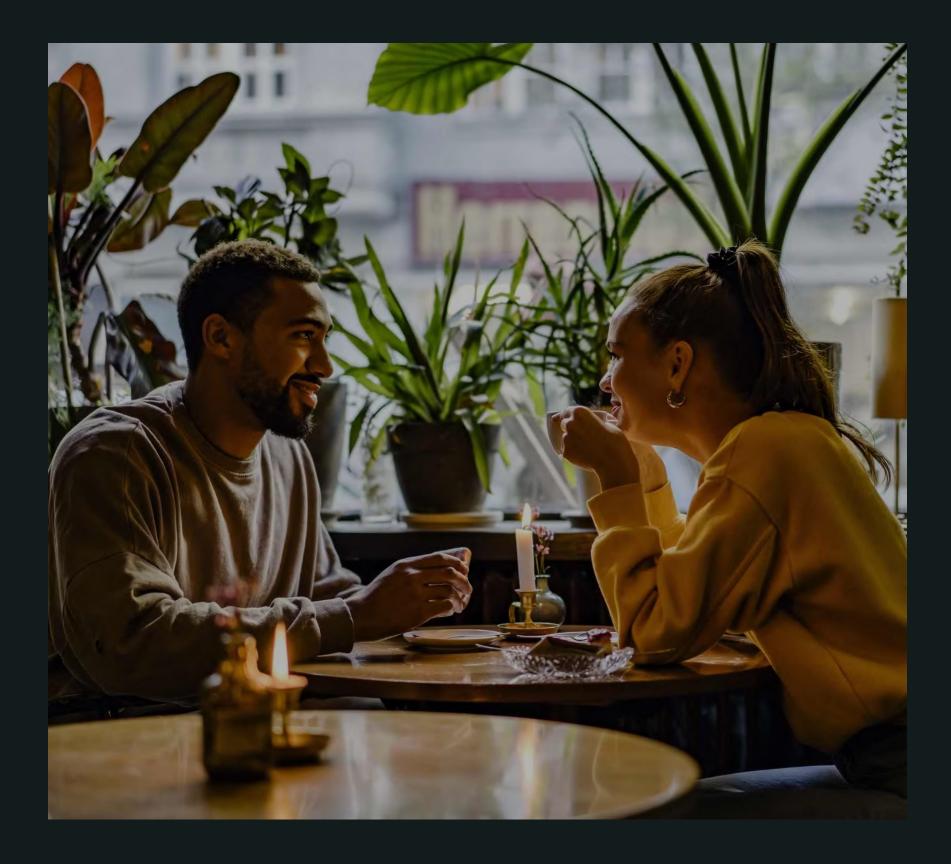
#### For something new?

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### For something better?

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#### It's about the experience

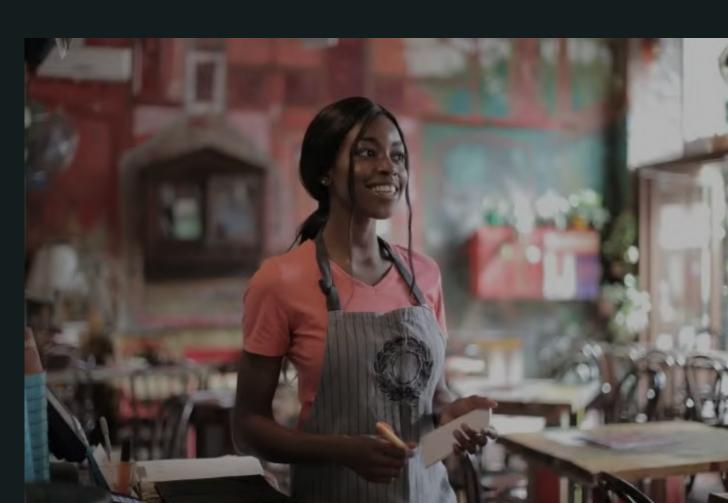
### It's about people



### It's about <u>service</u>

### What makes service great?





Professionalism Consistency Warmth Friendliness Attentiveness Speed Knowledge Care

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#### Attentiveness

### "Good service means never having to ask for anything"

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### --- Danny Meyer

### New place + other people = <u>stress</u>

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### When service runs like clockwork



### People relax and socialise



#### Tech has eaten hospitality

#### But what about service?



#### Mystery diners

#### Guest reviews

## End of shift reports



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Guest surveys

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### Useful, but...

#### Mystery diners

#### Guest reviews

#### End of shift Guest reports surveys



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### Occasional, anecdotal

### If you don't trust it, you won't <u>act</u> on it

### "If you can't measure it, you can't improve it"

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### - Peter Drucker



### If you want to run a 6 minute mile, you start by measuring your pace



# You don't measure it occasionally, you measure <u>every</u> run

# You don't just measure the run, you break down the lap times

# You certainly don't <u>ask</u> a passer by if you 'looked quick' that day





### Helo Servo

PROVISION

A Par

On

### We convert your service standards into a program we can monitor through your existing CCTV



# Revealing hidden pain points in the operation and across the guest journey



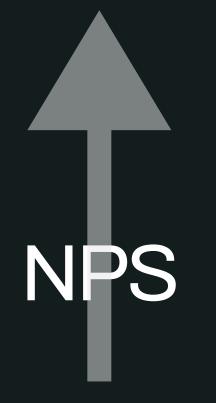
### inputs, not outputs

# And we create action plans per venue to <u>systematically</u> and <u>consistently</u> improve service









### Guest reviews







#### GDPR compliant, objective data

### For you to make decisions with

#### Persite or across the estate

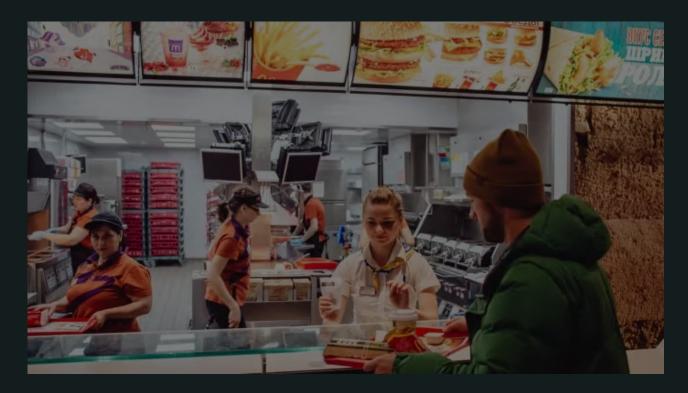
#### Per daypart or across the day



#### Bars

#### QSR

#### Casual Dining





#### Full Service

#### Use case 1

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### **Check back times**

### Servo measures <u>how long it</u> takes to touch the table <u>after delivering</u> dishes & drinks

#### **CHECK BACK**

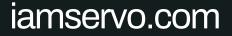
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#### **1.7 rounds difference**

#### Less food, less drinks, less revenue



#### Use case 2

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## Inventory tracker

# Servo measures <u>how many</u> of each item is <u>on display</u> throughout service

#### **INVENTORY TRACKER**



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#### 112 units

#### Under-stocking results in less <u>orders</u>



# Over-stocking results in poorer food & drink quality and more waste

#### Use case 3

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## Pass timings

#### Servo measures <u>how long</u> a dish or drink remains on the <u>pass or bar</u>

#### **KITCHEN PASS**



#### The less time, the better the <u>reviews</u>



#### The less time, the faster the table turnover



# table turnover

### You get the idea



# Dishoom was our first ever client







#### Every restaurant

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#### Bar, floor & kitchen

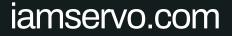
# We help them measure their service







### They've measured it; they've improved it



# e improved it

## Why aren't you?