Mesatech Systems

Q & A about Interactive Restaurant Tables (IRT) and ComiDatos (CD) with restaurant owners and management

21 Questions and Answers
Hospitality Tech Expo: October 15-16 at ExCeL London, UK

Contents

Q1: What benefits have you observed since integrating IRT into your restaurant?

A1: "Customers are thrilled with the technology! They find it novel and love being able to browse the menu and order without waiting for a server."

A2: "We've seen a boost in efficiency. Orders are processed faster, and our staff can focus more on food quality and customer service."

A3: "It really helps during peak times. Customers can place orders as soon as they're ready, reducing wait times and keeping the flow smooth."

A4: "The interactive tables have sparked curiosity and excitement. We've seen an increase in new customers coming in just to try them out."

A5: "It's a win for consistency. Every customer sees the same menu and special offers, ensuring no one misses out."

A6: "The IRT system has helped us gather data on customer preferences, which has been useful for refining our menu."

A7: "It's reduced the back-and-forth with staff for small questions, as all the information is right there on the screen."

A8: "The tables encourage customers to explore more of the menu. They often end up ordering items they wouldn't normally try."

A9: "We've noticed that customers tend to stay a bit longer, but in a good way. They enjoy exploring the tech and trying different features."

A10: "It's been a great conversation starter. People love the novelty, and it adds to the dining experience."

A11: "There's been a noticeable reduction in order errors since customers input their own selections, making sure their orders are accurate."

A12: "It's been fantastic for marketing! Customers often share photos of the interactive tables, which brings in more visitors."

A13: "We've seen an increase in upselling opportunities. When customers see add-ons visually, they're more likely to select them."

A14: "The tables allow us to run promotions directly on the screen, which is much more effective than traditional methods."

A15: "Our regular customers enjoy the added convenience, and it's improved our service speed, especially for repeat orders."

A16: "It's been a big help for our staff, especially during busy shifts. They have more time to provide a quality service."

A17: "IRT makes our restaurant feel modern and innovative, which appeals to younger guests and tech enthusiasts."

A18: "We've seen an uptick in tips, as customers appreciate the fast service and reward the servers who assist with the IRT experience."

A19: "It has reduced training time for new staff. Since customers manage their own orders, the learning curve for servers is easier."

A20: "Overall, it's streamlined our entire operation. We're able to serve more customers with fewer errors, which has been a huge boost for us."

Q2: Do you think the IRT has improved table turnover?

A1: Yes, customers are served faster and don't have to wait as long for a server, which helps us accommodate more guests.

A2: Absolutely, the reduced waiting time between ordering and receiving food has speed things up significantly.

A3: It has improved the turnover, especially during busy times, as customers can order right when they're ready.

A4: Definitely, customers are more likely to leave sooner when they can settle their bill through the table.

A5: Turnover has increased because the tables allow customers to manage their orders independently.

A6: We've noticed faster table turnover since customers don't have to flag down a server to place orders or get their bills.

A7: It has made a noticeable difference, as guests feel less of a need to linger and wait for service.

A8: Turnover is better because the IRT system speeds up the entire dining experience from start to finish.

A9: Yes, customers enjoy the convenience and often leave right after finishing without needing additional help.

A10: We've seen a 15% increase in table turnover, which has positively impacted our revenue.

A11: Definitely, as customers can see their orders and get updates, it keeps the flow efficient and organized.

A12: IRT has made a big difference, as tables are freed up quicker for the next group of diners.

A13: There's no question; we're able to serve more customers daily thanks to faster ordering and checkout.

A14: Yes, because customers handle their orders directly, they tend to finish up and move on quicker.

A15: It has optimized our service time since customers control their dining pace, freeing up tables faster.

A16: Table turnover has improved since customers aren't waiting for servers for minor requests.

A17: We've seen higher turnover during lunch hours, as the IRT system supports a quicker service pace.

A18: The tables help customers finish their meals at their own pace, often resulting in faster turnover.

A19: We've increased our seating capacity per shift without adding more tables, thanks to faster turnover.

A20: Turnover has definitely improved, and it's reduced bottlenecks during peak dining hours.

Q3: How has the IRT affected your staff workload?

A1: It has reduced the need for servers to take orders, allowing them to focus on other tasks.

A2: Our staff spends less time on order-taking and more on delivering quality service.

A3: It's been helpful; our servers now concentrate more on customer engagement and special requests.

A4: The IRT system has lightened the workload, especially during busy times, by handling orders automatically.

A5: We need fewer staff on the floor since the tables manage orders, which helps with scheduling.

A6: Staff feel less stressed during peak hours since the IRT takes care of most of the repetitive tasks.

A7: We've noticed servers are able to assist with specific needs, as they're not tied up with routine order-taking.

A8: The workload has become more manageable; our staff can now focus on customer satisfaction.

A9: Our team appreciates the reduced pressure, especially during rush hours, as the tables handle initial orders.

A10: Staff workload is better balanced, with servers focusing on food delivery and customer interaction.

A11: It has allowed us to reallocate some staff to other roles since the tables manage a lot of the order flow.

A12: The tables help reduce the hustle for our staff, making their workload much more sustainable.

A13: Staff are less tied up with busy work and can give more personalized attention to customers.

A14: It has helped streamline staff responsibilities, as they only need to handle final requests or assist as needed.

A15: Staff have more time for complex requests, as the routine work is handled by the IRT system.

A16: We've seen less burnout, as servers aren't rushing from table to table to take orders constantly.

A17: It's simplified their role, allowing them to focus on enhancing the guest experience.

A18: We've had positive feedback from the team, who find their shifts less exhausting with IRT.

A19: Our servers feel more in control of their workload, and there's less need for backup staff.

A20: The workload is more balanced now, with our team concentrating on delivering high-quality service.

Q4: Have there been any challenges with using IRT?

A1: Some customers, especially older ones, struggle with the technology and need extra assistance.

A2: Occasionally, the software has glitches, which can disrupt the ordering process.

A3: We've had some issues with Wi-Fi connectivity affecting the tables' performance.

A4: Certain customers feel the IRT system is too impersonal and miss interacting with a server.

A5: When the tables are down for maintenance, it disrupts our usual workflow.

A6: Training staff to troubleshoot issues with the tables has been a bit challenging.

A7: Some guests accidentally select the wrong items, leading to order corrections.

A8: Technical support isn't always immediately available when we experience a problem with the system.

A9: There have been a few language-related issues with customers who don't understand the default language.

A10: Some guests find the interface confusing, especially if they're not tech-savvy.

A11: Keeping the tables clean and fingerprint-free is a constant challenge.

A12: Younger children sometimes press buttons randomly, which can interfere with orders.

A13: Some customers don't notice special instructions, which can lead to missed details in orders.

A14: It can be tricky for customers with dietary restrictions who prefer to discuss their needs with a server.

A15: A few of our staff needed time to get comfortable with the new technology.

A16: Some customers feel pressured to order quickly since the interface is so efficient.

A17: When multiple tables are occupied, the Wi-Fi can slow down, affecting response time.

A18: We occasionally need to remind customers to finalize their orders, as they get distracted.

A19: Managing updates to the software and content has been a minor challenge.

A20: During very busy periods, some customers get impatient with the system if it's slower than expected.

Q5: Are there any specific feedback points from customers regarding IRT?

A1: Many customers say they love the convenience and control over their ordering.

A2: Some guests mention that it feels modern and makes the restaurant experience unique.

A3: A few customers have told us they miss talking to servers for recommendations.

A4: We've had feedback that it's a great time-saver, especially during lunch breaks.

A5: Some guests find it confusing at first but quickly adapt and enjoy it.

A6: Customers appreciate seeing images of the dishes before they order.

A7: Older customers sometimes say they'd prefer more assistance with the system.

A8: Families with kids love it; children enjoy exploring the interactive features.

A9: We've received suggestions to add more languages to accommodate tourists.

A10: Some guests would like to see more detailed dietary information on the IRT.

A11: Customers enjoy the ability to split bills and manage payments directly from the table.

A12: We've had requests to include more customization options for certain menu items.

A13: Some customers find it difficult to navigate the drinks menu and suggest reordering it.

A14: A few people mentioned they'd like to see pairing suggestions with their meals.

A15: Some customers have suggested adding a call-for-assistance button on the screen.

A16: Couples often say it adds a fun element to their dining experience.

A17: We've had some feedback that younger customers enjoy the high-tech aspect more than older ones.

A18: A few guests requested that we offer instructional prompts to make it more intuitive.

A19: Customers like that they can see estimated wait times directly on the screen.

A20: We've received positive comments about how easy it is to reorder items directly from the table.

Q6: How does IRT impact the ordering error rate?

A1: We've seen a noticeable reduction in errors since customers input their orders directly.

A2: Orders are generally more accurate because guests review them before submitting.

A3: Errors are less common now, especially with complex orders or special requests.

A4: The error rate has dropped significantly, which makes our kitchen staff happy.

A5: Mistakes have decreased since the system confirms selections with customers.

A6: It's great because customers double-check their order details themselves.

A7: We rarely see mix-ups in orders anymore, thanks to the clear interface.

A8: Customers feel more responsible for their orders, which has reduced complaints.

A9: It has nearly eliminated misunderstandings that used to happen with verbal orders.

A10: Errors have reduced overall, as customers control every step of the ordering.

A11: The IRT catches any missed items since customers confirm before submitting.

A12: Special requests are handled more accurately, thanks to clear customization options.

A13: Miscommunication between staff and guests has dropped since guests use the screen.

A14: It's been beneficial in minimizing language-related errors for international guests.

A15: Kitchen staff appreciate receiving exact details directly from the table.

A16: Order accuracy has increased, which improves our service quality overall.

A17: It helps prevent servers from misinterpreting guest requests.
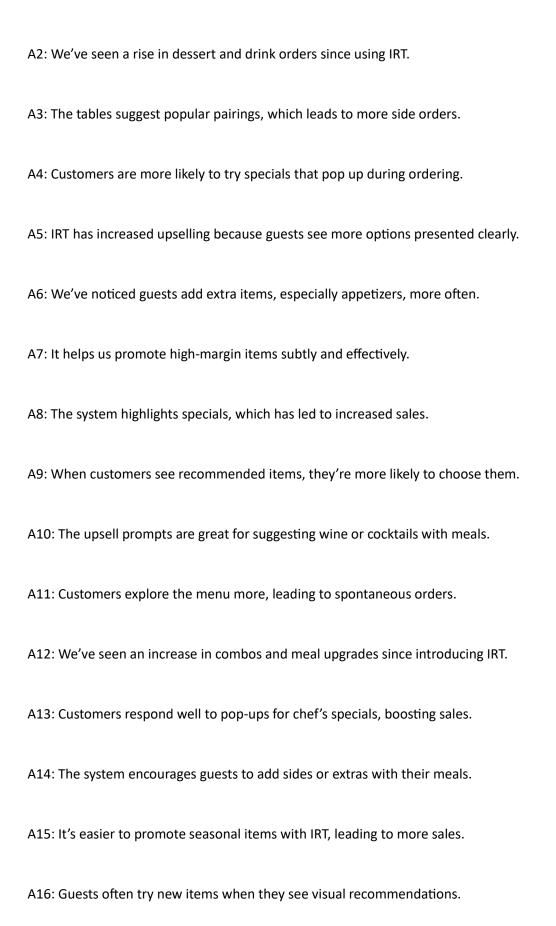
A18: Fewer orders are sent back, as customers feel more confident about their choices.

A19: We've noticed a decline in allergy-related issues, as guests mark them themselves.

A20: Order precision is better, and it has led to smoother kitchen operations.

Q7: Do you find that the IRT helps with upselling items?

A1: Yes, the visuals and suggestions have increased add-on orders.

A2: We've seen a rise in dessert and drink orders since using IRT.

A3: The tables suggest popular pairings, which leads to more side orders.

A4: Customers are more likely to try specials that pop up during ordering.

A5: IRT has increased upselling because guests see more options presented clearly.

A6: We've noticed guests add extra items, especially appetizers, more often.

A7: It helps us promote high-margin items subtly and effectively.

A8: The system highlights specials, which has led to increased sales.

A9: When customers see recommended items, they're more likely to choose them.

A10: The upsell prompts are great for suggesting wine or cocktails with meals.

A11: Customers explore the menu more, leading to spontaneous orders.

A12: We've seen an increase in combos and meal upgrades since introducing IRT.

A13: Customers respond well to pop-ups for chef's specials, boosting sales.

A14: The system encourages guests to add sides or extras with their meals.

A15: It's easier to promote seasonal items with IRT, leading to more sales.

A16: Guests often try new items when they see visual recommendations.
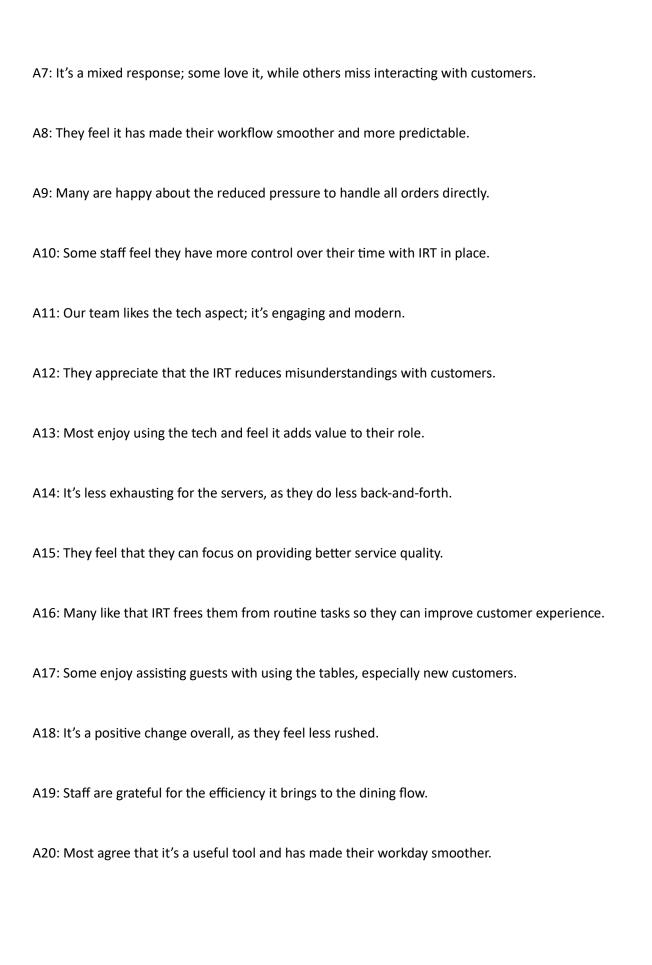
A17: IRT has improved our ability to upsell without staff intervention.

A18: The prompts for premium options have led to higher ticket averages.

A19: We've seen more orders for suggested pairings, especially with drinks.

A20: Customers are more open to exploring the full menu, which increases revenue.

Q8: Has IRT helped in reducing operational costs?

A1: Yes, we've reduced labour costs as fewer servers are needed.

A2: Leasing the tables is the only added expense; otherwise, costs are lower.

A3: We save money on training since IRT makes the ordering process easier.

A4: Labor hours are down because the tables handle much of the order-taking.

A5: We use less paper now since menus and bills are digital.

A6: Staffing costs are lower because we don't need as many people on busy shifts.

A7: The system has helped us avoid overstaffing, which cuts expenses.

A8: With IRT, we save on printed marketing materials by showcasing specials digitally.

A9: Reduced errors mean fewer costs related to remaking incorrect orders.

A10: We've saved on hiring extra hands for large events thanks to IRT.

A11: Energy usage has decreased slightly as the system is energy efficient.

A12: IRT minimizes waste because guests order exactly what they want.

A13: With fewer people needed for order management, our payroll has shrunk.

A14: Digital menus make updating prices cheaper than reprinting.

A15: Inventory control is better since orders are tracked accurately.

A16: IRT reduces training costs, as new hires need less orientation.

A17: We've cut back on costs related to order mistakes and waste.

A18: We use fewer disposable menus and order slips, saving costs.

A19: The self-service model helps avoid excessive labour costs.

A20: Overall, operational costs are lower, despite occasional tech maintenance.

Q9: How do your staff feel about working with IRT?

A1: They appreciate having more time to focus on customer service.

A2: Some enjoy the reduction in repetitive tasks like order-taking.

A3: Staff feel it makes their job less stressful during peak hours.

A4: They like that it allows them to attend to customer needs more personally.

A5: A few staff were hesitant at first but now see the benefits.

A6: Most find it helpful, as they can concentrate on delivering food promptly.

A7: It's a mixed response; some love it, while others miss interacting with customers.

A8: They feel it has made their workflow smoother and more predictable.

A9: Many are happy about the reduced pressure to handle all orders directly.

A10: Some staff feel they have more control over their time with IRT in place.

A11: Our team likes the tech aspect; it's engaging and modern.

A12: They appreciate that the IRT reduces misunderstandings with customers.

A13: Most enjoy using the tech and feel it adds value to their role.

A14: It's less exhausting for the servers, as they do less back-and-forth.

A15: They feel that they can focus on providing better service quality.

A16: Many like that IRT frees them from routine tasks so they can improve customer experience.

A17: Some enjoy assisting guests with using the tables, especially new customers.

A18: It's a positive change overall, as they feel less rushed.

A19: Staff are grateful for the efficiency it brings to the dining flow.

A20: Most agree that it's a useful tool and has made their workday smoother.

Q10: Would you recommend IRT to other restaurant owners?

A1: Absolutely, it's been a great addition to our service.

A2: Yes, but I'd advise them to prepare for a bit of a learning curve.

A3: Definitely, it's modernized our restaurant and attracts tech-savvy customers.

A4: I would, especially for busy restaurants that need efficiency.

A5: I recommend it for places looking to reduce waitstaff pressure.

A6: Yes, but I'd tell them to invest in good support for maintenance.

A7: Certainly, it's helped us streamline orders and improve turnover.

A8: I'd recommend it, though it's best for restaurants with younger audiences.

A9: I would, but I'd advise having backup support for tech issues.

A10: Yes, it's been worth the investment and has increased our revenue.

A11: Absolutely, it adds a unique touch that customers appreciate.

A12: I would, especially if they're looking to enhance upselling.

A13: Definitely, but I'd suggest thorough staff training.

A14: Yes, it's helped us cut down on operational costs.

A15: I'd recommend it, particularly for restaurants with high customer volume.

A16: Yes, though I'd tell them to be ready for some initial adaptation.

A17: I recommend it, as it's improved our service efficiency significantly.

A18: I would, as long as they have tech support readily available.

A19: Yes, it's a great way to attract new customers with innovative technology.

A20: Absolutely, it has added value to our operations and customer experience.

Q11: Now that you've seen what CD demo offers, how do you feel it could complement IRT in your restaurant?

A1: I think CD could make the dining experience even more personalized.

A2: It seems like CD would help with recommending items based on customer preferences.

A3: CD would be a great tool to upsell specific items based on customer history.

A4: I feel it could fill the gap where customers want more interaction but not necessarily with a person.

A5: CD would make ordering even faster, which is perfect for our busy hours.

A6: It could add that extra touch of service that some guests miss with IRT alone.

A7: I think CD could help customers explore the menu more deeply.

A8: It sounds like CD could provide recommendations based on dietary needs, which would be a big help.

A9: CD seems ideal for helping with pairing suggestions, which customers often ask about.

A10: I can see it helping customers feel guided without waiting for a server.

A11: CD would add more value by making suggestions at just the right moment.

A12: I think it would be a good way to make the technology feel friendlier and more interactive.

A13: It could reduce the pressure on staff even further by handling simple customer questions.

A14: CD seems like it would encourage more personalized choices for customers.

A15: I see it as a way to add another layer of engagement to the dining experience.

A16: CD could be the perfect balance between technology and personalized service.

A17: It seems like CD could be helpful for making real-time adjustments based on customer feedback.

A18: I feel it could help address customer needs more proactively than the IRT alone.

A19: CD would be excellent for special promotions, recommending items we want to highlight.

A20: I think CD would add a touch of personalization that makes the experience more enjoyable for guests.

Q12: How do you think CD could impact customer satisfaction in your restaurant?

A1: CD could make customers feel more cared for by suggesting items they'll enjoy.

A2: It would give customers personalized recommendations, making their experience more enjoyable.

A3: I think customers would appreciate the tailored suggestions, especially for pairing drinks with meals.

A4: CD could make the dining experience feel smoother and more intuitive.

A5: It seems like CD could reduce wait times by helping customers decide faster.

A6: The customization options CD offers would make guests feel like their needs are understood.

A7: CD could help our guests feel more involved in choosing dishes that suit them best.

A8: It would make guests feel like they're getting high-quality service even without a lot of staff interaction.

A9: CD could give customers more confidence in their selections, which is a huge plus.

A10: I think CD would help resolve any doubts or questions guests have without needing to wait for staff.

A11: It would make customers feel valued by offering relevant suggestions based on their preferences.

A12: CD would make the ordering process more engaging, which our guests would appreciate.

A13: I feel it would make guests happier by providing instant answers to their questions.

A14: CD's suggestions could enhance the dining experience by making it feel more thoughtful.

A15: The personalized touch CD offers would make guests feel more connected to our restaurant.

A16: CD would make customers feel that we're paying attention to their likes and dislikes.

A17: I believe it would create a memorable experience, especially for guests trying us for the first time.

A18: CD would improve satisfaction by making ordering easier and more enjoyable.

A19: It would add a modern feel to the experience, which tech-savvy guests would appreciate.

A20: CD's recommendations could lead to more adventurous choices, which customers might enjoy.

Q13: Do you think CD would help with the challenges you mentioned about IRT being impersonal?

A1: Yes, CD would add a personal touch by providing tailored suggestions.

A2: CD could make the experience feel less mechanical and more engaging.

A3: I think customers would feel more looked after with CD's guidance.

A4: CD would address the lack of interaction some guests miss with IRT alone.

A5: It would help create a sense of individualized service for each customer.

A6: CD's suggestions would make guests feel that their preferences are taken into account.

A7: The conversational style of CD would make the interaction feel more human.

A8: I think CD would make it feel more like traditional service with the tech edge.

A9: Customers would probably feel more engaged with the added AI touch.

A10: CD could help answer guests' questions in a way that feels more personalized.

A11: The recommendations CD provides would bridge the gap between tech and personal service.

A12: I think CD's approach would make customers feel like they're getting a custom experience.

A13: CD would help by anticipating customer needs, which feels more personal.

A14: Guests would feel more connected with personalized AI prompts guiding their choices.

A15: CD would make the process more conversational, which many customers miss.

A16: It would make guests feel like the experience was designed with their tastes in mind.

A17: CD would offer that added touch that makes customers feel like individuals.

A18: The AI's ability to remember preferences would make the service feel warmer.

A19: CD's interactive nature would provide a more welcoming, human experience.

A20: I believe CD would be a valuable addition to make the experience less impersonal.

Q14: Would you be interested in seeing CD handle the upselling for you?

A1: Yes, it would make upselling easier and more consistent across all customers.

A2: Definitely, CD could handle upselling without putting extra pressure on staff.

A3: CD's suggestions would be helpful for increasing sales with minimal effort.

A4: I'd love to see CD subtly promote add-ons based on what customers usually enjoy.

A5: Absolutely, CD's upsell prompts could be a great boost to revenue.

A6: CD could make upselling feel more natural by suggesting items customers might actually like.

A7: I think it would be effective, as CD could recommend extras at the perfect time.

A8: Yes, it would allow us to focus on service while CD manages the upsell.

A9: CD's personalized recommendations would likely lead to higher conversion rates.

A10: I'd be interested, especially since CD would avoid upselling where it might feel pushy.

A11: CD could suggest pairing options in a way that feels helpful to customers.

A12: CD's upsell prompts could make customers feel more open to trying new things.

A13: I think it would increase add-on sales without interrupting the dining experience.

A14: Yes, CD could help us promote specials and combos in a smart way.

A15: CD's data-driven upselling would probably be more effective than manual efforts.

A16: I'd like to see CD suggest upgrades, like premium ingredients, where appropriate.

A17: CD could handle upselling consistently, which would help our bottom line.

A18: I'd be interested in using CD to promote seasonal items or new menu additions.

A19: CD could make upselling more engaging by presenting options visually.

A20: Yes, it would make upselling a seamless part of the dining experience.

Q15: How do you feel about CD potentially assisting with customer feedback during the meal?

A1: I think it would be great for addressing issues in real-time.

A2: It would allow us to catch small problems before they become bigger ones.

A3: CD could help us respond faster to guests' concerns, improving satisfaction.

A4: I like the idea of CD collecting feedback discreetly during the meal.

A5: Real-time feedback would let us make quick adjustments for a better experience.

A6: CD could prompt customers to share opinions while they're still dining, which is useful.

A7: It would help us understand customers' needs better while they're still in the restaurant.

A8: CD could allow us to personalize service based on live feedback.

A9: Immediate feedback would make it easier to resolve issues right away.

A10: I think CD would make customers feel heard without interrupting their meal.

A11: CD's feedback prompts could guide us in enhancing specific parts of the experience.

A12: It would be a great tool for quality control throughout the dining experience.

A13: Real-time feedback would help us make guests feel more comfortable and satisfied.

A14: CD's approach would help us understand how each guest is enjoying their meal.
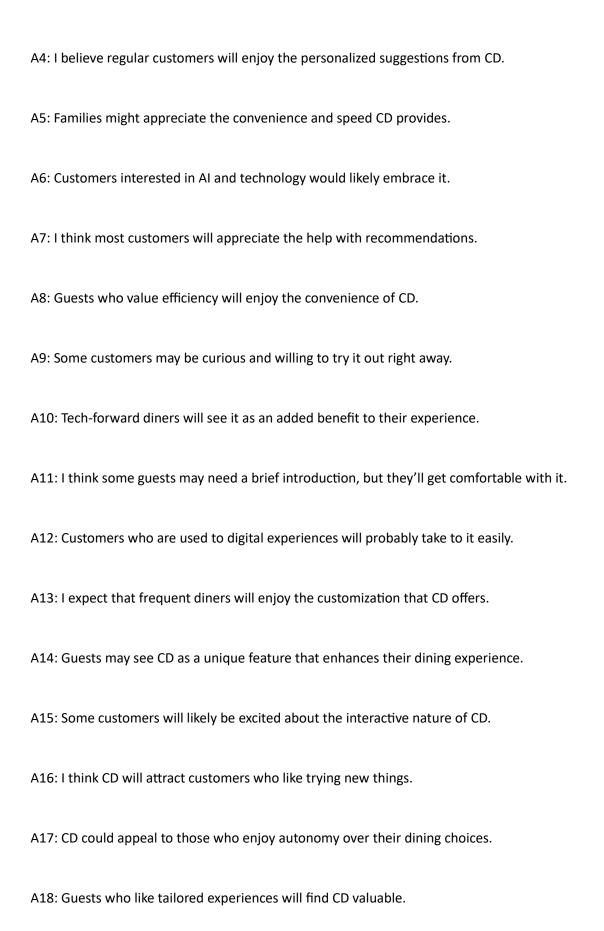
A15: CD could prompt feedback on new menu items to see how well they're received.

A16: It would give us insights into how our guests feel about different stages of the service.

A17: CD could help identify any immediate needs, like additional drinks or condiments.

A18: I think it would be useful for learning customer preferences as they dine.

A19: CD's feedback could provide insights into the pacing of the meal for better service.

A20: It would allow us to make small changes in real-time, which guests would appreciate.

Q16: Do you see CD adding value to your staff's workflow?

A1: Yes, it would free up staff to focus on high-quality service.

A2: CD could help with routine questions, allowing staff to handle more complex tasks.

A3: It would reduce the workload, making shifts less stressful for our team.

A4: CD's support would let staff concentrate more on food quality and presentation.

A5: I think it would streamline the workflow by handling common requests.

A6: CD could assist in areas where our staff may not be available immediately.

A7: It would add value by letting staff focus on delivering a memorable experience.

A8: CD could handle upselling, freeing staff from extra selling responsibilities.

A9: It would give our team more time to engage with customers on a personal level.

A10: CD could assist with troubleshooting, which would be a big help during busy hours.

A11: It would allow staff to focus on table service instead of managing minor requests.

A12: CD could take over repetitive tasks, making our team more efficient.

A13: I see it as a way to help our staff manage their time better.

A14: CD's assistance with orders would reduce miscommunications with the kitchen.

A15: It would be a useful tool for supporting new hires as they learn the ropes.

A16: CD could allow our servers to spend more time addressing customer needs directly.

A17: It would improve workflow by handling smaller tasks that take up staff time.

A18: CD's presence would let staff provide more attentive and thoughtful service.

A19: It would help balance the workload, especially when we're short-staffed.

A20: Overall, CD would enhance efficiency, which would benefit both staff and customers.

Q17: How do you think customers will respond to CD as a concept?

A1: I think tech-savvy customers will find it exciting and engaging.

A2: Younger guests will probably appreciate the modern, high-tech experience.

A3: Some customers might be hesitant initially but will adapt quickly.

A4: I believe regular customers will enjoy the personalized suggestions from CD.

A5: Families might appreciate the convenience and speed CD provides.

A6: Customers interested in AI and technology would likely embrace it.

A7: I think most customers will appreciate the help with recommendations.

A8: Guests who value efficiency will enjoy the convenience of CD.

A9: Some customers may be curious and willing to try it out right away.

A10: Tech-forward diners will see it as an added benefit to their experience.

A11: I think some guests may need a brief introduction, but they'll get comfortable with it.

A12: Customers who are used to digital experiences will probably take to it easily.

A13: I expect that frequent diners will enjoy the customization that CD offers.

A14: Guests may see CD as a unique feature that enhances their dining experience.

A15: Some customers will likely be excited about the interactive nature of CD.

A16: I think CD will attract customers who like trying new things.

A17: CD could appeal to those who enjoy autonomy over their dining choices.

A18: Guests who like tailored experiences will find CD valuable.

A19: I think customers will appreciate CD's efficiency during busy times.

A20: Overall, I expect most customers will view CD as an upgrade to traditional service.

Q18: Do you see any potential drawbacks of using CD?

A1: Some customers might feel it's too impersonal, missing human interaction.

A2: Older guests may struggle with understanding how to use it initially.

A3: If the system has technical issues, it could disrupt service.

A4: Some customers might be uncomfortable with AI making suggestions for them.

A5: There's a risk that CD might make mistakes if not properly calibrated.

A6: Guests who are not tech-savvy might find it challenging at first.

A7: CD could feel intrusive if it suggests too many options at once.

A8: There's potential for slower adoption with customers who prefer traditional service.

A9: Customers might feel overwhelmed if CD presents too many prompts.

A10: It could be challenging to maintain a balance between AI and personal service.

A11: Some diners might view CD as a gimmick rather than a helpful tool.

A12: If CD malfunctions, it might require staff intervention, which could slow things down.

A13: Guests who value privacy might be wary of AI collecting preferences.

A14: The need for consistent updates to CD could increase maintenance costs.

A15: CD could make some guests feel rushed, especially if it suggests faster options.

A16: Some might feel it takes away the warmth of human recommendations.

A17: There's a chance it could lead to dependency on tech, reducing staff interaction.

A18: CD might struggle to understand complex dietary requests without human input.

A19: It may not suit all types of restaurants or dining atmospheres.

A20: The novelty might wear off for frequent diners if not regularly updated.

Q19: How do you think CD could impact your restaurant's overall revenue?

A1: CD could boost revenue by increasing upsell opportunities.

A2: It would likely improve average check size with smart suggestions.

A3: CD could encourage customers to try high-margin items, enhancing profits.

A4: With CD, we'd likely see more add-ons and pairings being ordered.

A5: The personalized suggestions could lead to more frequent return visits.

A6: CD's ability to highlight specials would help sell more premium items.

A7: I think it would increase revenue by suggesting extras customers might overlook.

A8: CD could drive sales of seasonal items by promoting them during ordering.

A9: The upselling capability would make a noticeable difference in ticket averages.

A10: By promoting desserts and drinks, CD could increase total spend per customer.

A11: CD could improve customer satisfaction, leading to more repeat business.

A12: It would be effective in marketing new menu items and boosting their sales.

A13: CD's data-driven approach could help optimize menu profitability.

A14: I think CD's ability to remember preferences would lead to more personalized repeat orders.

A15: The recommendations would likely improve revenue from guests interested in variety.

A16: By reducing ordering errors, CD would decrease the need for costly reorders.

A17: It could help sell out items nearing expiration, reducing waste and loss.

A18: I believe CD would support a steady flow of sales from highly recommended items.

A19: CD's ability to cross-sell would positively impact overall sales numbers.

A20: The increase in efficiency would allow us to serve more guests, raising overall revenue.

Q20: Would you consider CD as a valuable addition to your current IRT setup?

A1: Yes, it would complement IRT by adding a more personalized service layer.

A2: Absolutely, CD would make the ordering process smoother and more engaging.

A3: I think CD would enhance the IRT experience by making recommendations unique to each guest.

A4: CD would definitely add value by helping customers explore the menu more.

A5: Yes, it would bridge the gap between digital ordering and personal service.

A6: I see it as an essential upgrade to keep the technology appealing and modern.

A7: CD would increase the functionality of IRT by handling upselling seamlessly.

A8: It would provide the added personal touch that some customers feel is missing.

A9: CD would be a valuable addition, especially for boosting sales through recommendations.

A10: I think it would improve customer satisfaction by giving tailored suggestions.

A11: CD would help make the IRT setup more intuitive and enjoyable for guests.

A12: Yes, CD would allow us to make better use of our current IRT technology.

A13: It would enhance the experience, making it feel less like self-service.

A14: CD's features would make IRT feel like an even more interactive dining assistant.

A15: I think it would be an efficient way to increase revenue without overburdening staff.

A16: CD would make the IRT setup feel more advanced and customer-friendly.

A17: It would be a great way to improve the guest experience without needing additional staff.

A18: I'd consider CD essential to fully realize the potential of IRT.

A19: The added value would make the IRT investment even more worthwhile.

A20: Overall, I think CD would be a valuable and worthwhile addition to IRT.

Q21: Given that CD could increase sales by more than 10%, how much would you be willing to pay monthly per table?

A1: For a 10%+ sales boost, I'd consider £15 per table as a starting point.

A2: I'd be willing to pay £20 per table if it reliably increases sales.

A3: £25 per table seems fair for consistent improvements in revenue.

A4: I'd pay up to £30 per table if CD consistently boosts our sales.

A5: £15–£20 per table feels reasonable for an ongoing increase in sales.

A6: £35 per table would be worth it for a sustained 10%+ boost.

A7: I'd budget £40 per table if it delivers that level of sales lift.

A8: £20–£30 per table would be appropriate for strong, measurable results.

A9: I'd invest £45 per table if CD's impact is consistently above 10% in sales.

A10: £25 per table sounds fair, given the potential sales increase.

A11: For a clear 10%+ lift, £50 per table would be justified.

A12: I'd pay £15 per table initially, then increase if results are steady.

A13: £35 per table seems reasonable if it leads to ongoing sales growth.

A14: I'd allocate up to £55 per table if the boost in revenue is evident.

A15: For that increase, £40 per table would be a good investment.

A16: £20–£25 per table monthly seems fair for noticeable sales growth.

A17: I'd go up to £50 per table if it reliably drives 10%+ more sales.

A18: £15 per table would be a good starting price to test the impact.

A19: For regular improvements, I'd pay around £45 per table.

A20: £30–£40 per table feels justified if we consistently see a 10% increase.