Expected Return on Investment
ConnectSmart Kitchen

QSR® automations

ConnectSmart Kitchen

Expected Benefit	Reason	Impact	Measurement	ROI	Real World Example
Increase in speed of service.	CSK will give each station the correct information at the correct time, increasing the efficiency of the Kitchen.	Faster food delivery through accurate information distribution. Kitchen is able to produce more food with the same resource.	Manual timing of orders pre-installation vs. system information. Pre and post comparison.	Increased sales during busy periods.	Reduction in average ticket times by 15%, up to 60% in some cases.
Increase in net sales/covers.	As the Kitchen will be able to deliver food to the customer faster, tables can be turned quicker.	Quicker table turns allow more covers to be sat in the same period.	Sales and cover increase as seen through Point of Sale data.	Increased sales during busy periods.	Net sales increase by 12% at peak. 17% cover growth at peak operating hours.
Increase in guest check average.	When CSK is implemented along with bar screens, food and drink production is automated and regulated to ensure quick pace of service. This allows for a guaranteed order of service.	Food and drinks arrive to tables sooner, allowing customers to consume more in the same time period. More upsell opportunities, including increase in second drink.	Guest check average through Point of Sale data.	Increased revenue.	7% increase in guest check average, 29% increase in dessert sales.
Reduced complexity required from kitchen management.	CSK should make the role of coordinating the kitchen easier through visual prompts and the display of data in the correct format.	Less skilled staff member required for this role. Reduction in training time.	Productivity per staff member (if measured). Feedback from management.	Labor cost saving opportunity.	32 Back of House hours saved per week.

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Higher food quality.	CSK will manage the flow of food around the kitchen ensuring all food arrives at the pass at the same time. Spec cards are available for quick reference during service.	Food should be cooked in the correct order and not be waiting on the pass for order completion. Staff can see dish specifications instantly.	Customer feedback scores.	Increased satisfaction among customers.	Uplift in Mystery Dining scores by 14%.
Reduction in food waste.	CSK will ensure the correct information is seen at each station in a clear fashion, reducing human error in the kitchen.	Chefs get accurate information on food preparation. Chefs can accurately see the projections for fast flow items, reducing the need for estimates.	Internal waste measurements. Compensation for food complaints measured through Point of Sale.	Increased profit margin. Reduction in refunds for food quality.	Reduction in food waste per guest by 16%.
Calmer kitchens and happier chefs.	CSK will present chefs and FOH with the information they need, and provide live updates on dish preparation status.	Kitchens will be quieter and less stressful. Staff can focus on food preparation.	Staff/Management feedback.	Staff retention/ morale improved.	95% of staff preferred to continue using CSK following a pilot.
More efficient staff training.	Chefs have dish specifications and information readily available, as well as extensive training tools.	Information is available for quick reference as chefs learn dishes. Kitchen management are able to allocate resources efficiently.	Staff/Management feedback.	Increased productivity and reduction in training time.	93% of staff agreed they were more efficient.

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Feature	Functionality	Impact	Benefit
Reporting available for multiple touch points in order preparation and kitchen activities.	Enterprise-level data captures order flow through kitchen operations. This can be seen either in present reports or the data can be sent via an API.	Operator will have a clear understanding of data around the kitchen, allowing for analysis and improvement. Kitchen operation data can show high and low performing sites and can alert management to areas of concern.	Data can be utilized to assist with operational planning, highlight issues, and allow for a greater visibility in restaurants. Data offers a digital footprint of the kitchen operations.
Touchscreens at the Expo station.	Touchscreens allow chefs to use more functions, such as tagging. Users can navigate through the functions and tabs much faster.	Expeditors will be able to use touchscreen functions more efficiently as compared to bump bars. Expeditors will be able to organize and process orders faster. Take-out orders will be especially impacted as CSK features can be used to ensure order accuracy.	Improved Customer Feedback scores, lower ticket times, less to-go order mistakes, and better overall organization at Expo area.
Integration with delivery aggregates. (Future functionality).	Enterprise development allows QSR to integrate into delivery partners. Information about food preparation status is fed back to either a customer for take out or a delivery partner for driver collection.	Delivery partners will be informed about estimated food prep time on orders and can therefore send drivers appropriately. Customers can be informed automatically when to collect food.	Improved delivery process for partners with food quality remaining high. Customer experience is improved through information flow for collections. Increased satisfaction from in-store guests through the reduction in delivery drivers in-store.

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