

Case Study

Restaurant

Enigmaty Robotics



Background

One of the restaurant, located in Bhavnagar, Gujarat, India, was searching for a solution that helped them handle their work quickly and in a smarter way. And to take corrective steps as soon as the error has been detected and reported.

Problem Analysis

The restaurant owner noticed several irregularities in the serving and management process. So, below is an overview of a few issues that many restaurants are also experiencing.

- 1) Several times, the waiter make mistake by delivering the customer orders at the wrong table due to ineffective communication.
- 2) Often the food is fallen from the waiter's tray due to imbalance, leading to food wastage.
- 3) Customers need immediate food service after the order is placed. But, often it occurs that the waiter is busy bantering, and serving the food takes more time.
- 4) There are days when certain waiters are on break for certain excuse. However the restaurant faces a shortage of waiters because of that. And in that case, service and management issues can be generated.
- 5) Waiters are seeking a salary increase. And an additional bonus on festive occasions.
- 6) Typically waiters will work no more than 5-6 hours continuously. So, if you have a 24 * 7 restaurant, for another shift, you would need to recruit more waiters.
- 7) One of the main challenges they face is that they invest a big amount on their waiters and do not get any benefit in return. In their restaurant, there are 20 tables, so they have hire 12 waiters to serve food. The salary per waiter is 8000 rupees, so they spend a total of 96,000 rupees per month. But, after investing such a large amount, they don't make any profit.

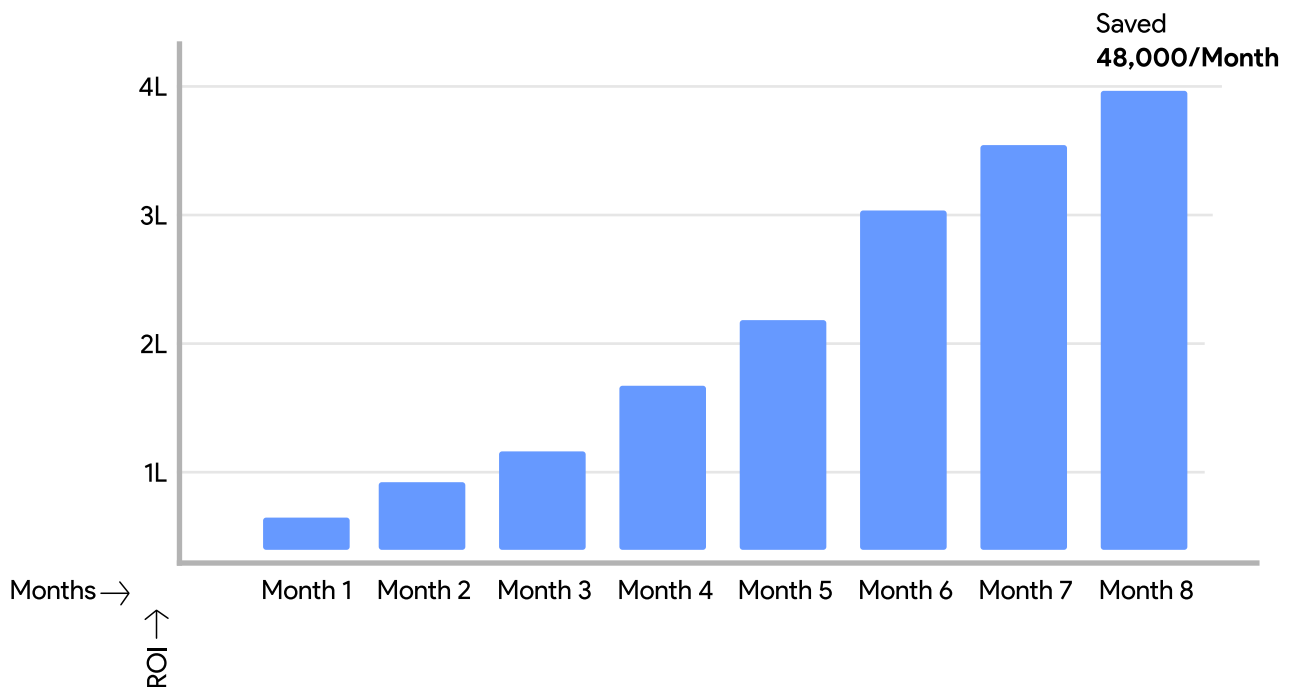
Enigmaty Specification

In order to guarantee the appropriate service and management, the Enigmaty Tech Solution Company decided to give the best possible solution. So, here the solution required to solve the issue.

- 1) As a waiter, robots are regarded as the best possible restaurant automation solution. This will assist to enhance customer service and delivering the food to the correct table number. When the customer orders the food and after the food is ready. They simply need to tap the table number, and without any error, the robot will directly transfer food from the kitchen to the customer table.
- 2) Robots are highly stabilized, so the food is not likely to fall so there will be no food wastage. And the ordered food will be served faster than the usual waiter's pace.
- 3) First experiences are really significant. Bad customer service is indeed a deal-breaker for consumers. Your food may be magnificent, your table arrangements are beautiful and your decor marvelous, but customers will memorize if your service is bad.

In comparison to a typical waiter, robots can serve food quicker. Since the food is ready for serving once the order is placed. They have to tap the table number, and the robot will move and stop in the middle of the correct table number. And the customer has to take their food and can enjoy their meal. Serving quicker would make the customer happier and will come over and over again.

- 4) Restaurant have a shortage of waiters during their break for certain reason. But robots don't need holidays because they can continue operating on a constant basis. They don't need a break, and they can work anytime you want. So, there will be no lack of problems, and the work will go seamlessly.
- 5) You have to pay the waiters on a monthly basis. And this could raise your budget level. But instead of the waiters, if there are robots, then you don't really need to pay them. And this could contribute to saving your budget.
- 6) Waiters will work 5-6 hours constantly after they need a break to begin to work again. Although, in the case of robots, they don't need to rest because they really don't get tired like humans. They will function continuously 24 * 7 without any errors.
- 7) If you reduce the number of waiters then you can save some money. If you invest in robots, you'll recover your Return on Investment within a few months and start making a profit by 70-80%.



Benefits

- 1) You have to train your waiters to serve the proper food, but you don't need to train robots with this new technology. As robots are going to serve food quicker and more relevantly.
- 2) Robots will serve food faster without any errors because they are highly stabilized.
- 3) With the reduction in the number of waiters, you will gain a profit of 60-70% in a certain period of time.
- 4) If you are investing in robots, then you can easily cover your return on investment in few months. In addition, your work and management will be quick. Since robots will not get tired, nor will they make stupid mistakes like humans.
- 5) In this phase of pandemic, people need less touch to prevent any virus or disease. And this is possible with the help of a robot. That is the food is taken from the kitchen and served straight to the consumers. So, no interaction between the two, and this will impress your customer.
- 6) In a new environment, customers will have new technological experience so they will promote your restaurant by taking pictures, videos, and more. The customer will definitely increase by about 60% with this new technology.

Start organizing to enhance customer service, save time, and greatly boost your profitability.