

Done right, self-service ordering increases tips per head!

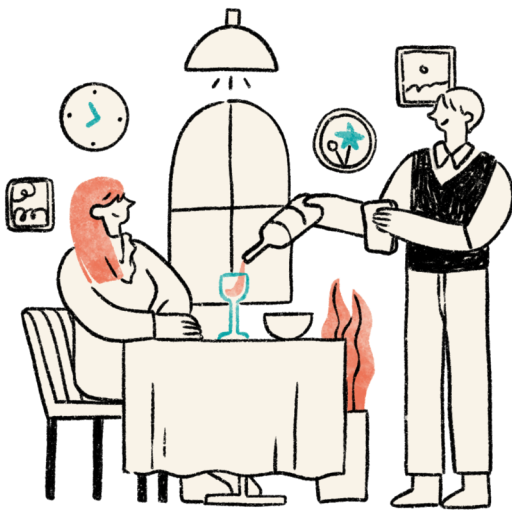


Let us tell you how:

It may seem counter intuitive but tips per team member **INCREASE** when guests use our Order and Pay or Kiosk services, compared with team member table service.

Good self-service technology offers a frictionless experience that increases the likelihood of tips:

- Consistently deliver a smooth, on-brand experience relevant to each customer - guests see the menu as intended and can tailor it to their needs.
- Experience is at the guest's pace, including paying the bill
- Data collection & analysis lets you test & learn what your guests really want, offering a more tailored experience, increasing satisfaction & tips



We then see:

- Faster table turn at peak times → more guests = more tips
- Higher spend per head → bigger bills = bigger tips
- Fewer errors & delays → smoother service & order accuracy = happier, more generous guests

We have the data to prove this, and crucially that:
better tips = greater staff retention.

So, there is more time for what matters:

When the tech is handling a significant % of the order taking teams can focus on the human moments that drive tips & loyalty:

- Warmer welcomes & personal guest engagement - more 'theatre' & atmosphere - answering questions, entertaining kids, making special occasions extra special
- Better, faster table reset & clean-up - smoother flow & better first impressions



Want to find out more? Contact us! hello@threerocks.co.uk