



# Cashierless Service for 10,000+ Employees

A market leading financial services client reimagined their workplace food service with Time2Eat Kiosks. Moving away from a traditional staffed cafeteria to a fully self-service order & pay model.



## The Ask

Create a scalable dining experience that reflected the clients modern, tech-driven office.



## The Challenge

As the client's business grew the current cashier led service was causing increased wait times.



## The Solution

Flip the service. Remove the tills and replace with four Order & Pay self service kiosks.



## The Outcome

- Increased efficiency
- Faster transaction times
- Reduced queues
- Increased revenue
- Optimised labour

## OUR SUCCESS

Our 'Order & Pay' touch-screen kiosks replaced the standard cashier pay at counter model. Transforming the user journey into a scalable, future proofed technology model. A bank of kiosks segmenting orders and sending them directly to the relevant counter's Kitchen Management screen (KMS) gives greater agility to manage multiple food counters at peak times. Cashiers redeployed to food service counters, sped up food preparation and reduced peak queuing times.



## CONSIDERATIONS

- Customer adoption can take time. For the first month having clear signage, video guides and staff assistance drives customer confidence in using new technology.
- Multiple order & pay options enhance overall customer satisfaction. While kiosks improve efficiency, adding Order & Pay on the Time2Eat app as an additional order option, gives customers added convenience and flexible ordering.
- Multiple condiment customisation options on the kiosks causes delays and increases queues. Customers should dress their dish at the counter after collecting the order.
- Customer engagement increased with a made to order food theatre focused counter experience, ensuring direct interaction with service staff.

# £108K

Revenue increase per year, on our best selling products. Driven by transaction increases during lunchtime.