

# Medallia

FOR RESTAURANTS

## Serve Up an Exceptional Guest Experience

With endless options at their fingertips, guest expectations are rapidly evolving in the restaurant industry. **To effectively compete, you must make every guest, team member, and franchisee interaction memorable.**

Medallia delivers the powerful tools and insight needed to optimize your omnichannel journey; so you can drive meaningful change and create exceptional experiences that build brand loyalty. Here's how:



Learn more about how you can create exceptional guest and employee experiences.

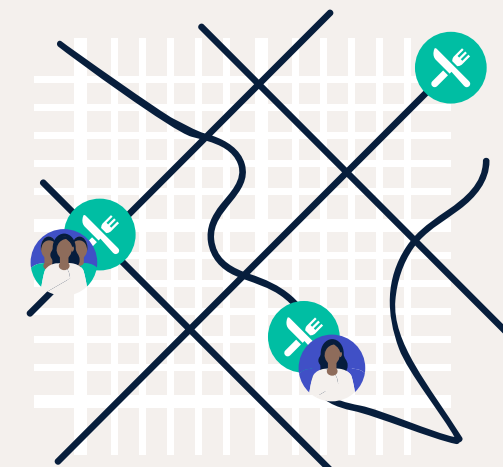


Schedule a consultation with a restaurant CX expert.



### 1. Crave

Collect and analyze local consumer behavior and competitive intelligence



Attract new guests and increase market share

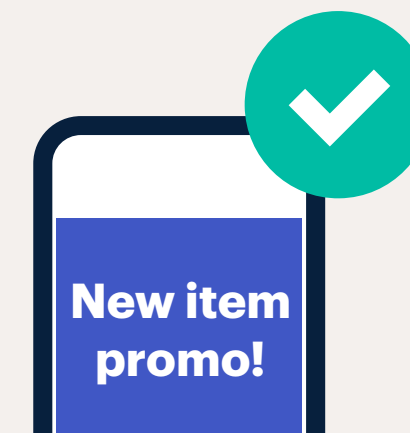


Only solution to with movement, spend, opinion data of 5M+ consumers 24/7 [↗](#)



### 2. Decide

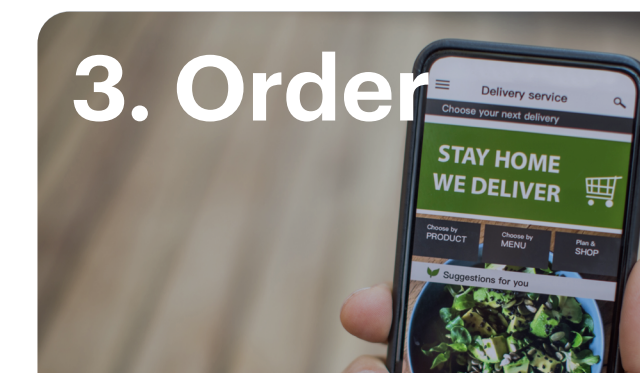
Assess effectiveness of promotions, menu and restaurant updates, etc.



Drive revenue through strategic improvements and innovation

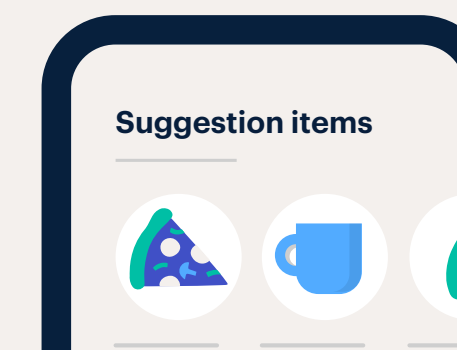


60% of conversion due to digital experience quality in restaurants [↗](#)

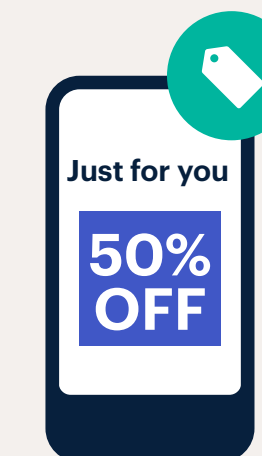


### 3. Order

Identify and prioritize opportunities to improve the digital experience



Wow guests with personalization and targeted promotions

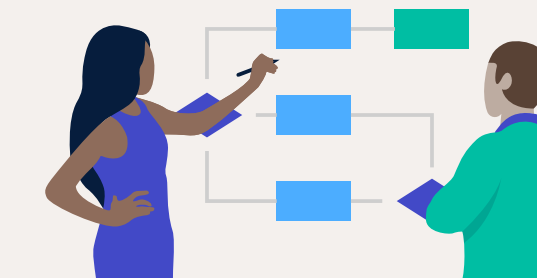


449% ROI by improving the digital experience [↗](#)



### 4. Receive

Empower franchisees and managers with real-time coaching opportunities



Increase employee engagement and strengthen guest satisfaction



Employee experience leaders are 12x more likely to increase revenue 20%+ [↗](#)



### 5. Review

Proactively close the loop and repair poor guest experiences



Influence your online reputation and build loyalty

★★★★★  
We hope you enjoyed your meal! Please leave a review"



45% of diners influenced by social media [↗](#)