Restaurant Feedback Results

Learnings from Goodsnitch users' feedback on over 2,000 restaurants, spanning from fast food to fine dining:

FAST FEEDBACK SKEWS POSITIVE!

30s →

Product Feedback
92.2% Positive

Service Feedback
88.8% Positive

EMPLOYEE/CUSTOMER CONNECTION IS KEY!

43% of the customers recognized an employee **by name**. →

57% These Customers were **more likely to "for sure" recommend** the restaurant.

PRODUCT AND SERVICE - WHAT MATTERS?

Top Product Attributes

Good
1. Quality
2. Taste
3. Value
4. Atmosphere
5. Price

Not So Good
1. Quality
2. Taste
3. Value

QUALITY TASTE / PRICE VALUE

FOOD TRUMPS ECONOMICS

Top Service Attributes

Good
1. Attitude
2. Friendly
3. Speed
4. Skill
5. Helpful

Not So Good
1. Attitude
2. Speed
3. Friendly

FRIENDLY ATTITUDE / SPEED SKILL

ENVIRONMENT TRUMPS ABILITY

94.9% Consumers allowed the business to share their feedback publicly

TOP TEXT PHRASES:

"Friendly and Helpful"
"Very Friendly"
"...With a Smile"

Goodsnitch
Home of the heromaker™