

# BENEFITS FOR PROJECT PARTICIPANTS

## COMPANY

- \*Faster service
- \*Higher quality service
- \*Increased customer satisfaction
- \*Increased number of customers
- \*Increased number of frequent customers
- \*Optimised activity
- \*Improved working conditions
- \*Happy staff
- \*Improved image
- \*Increased profit

## PRODUCT/SERVICE PROVIDER

- \*Customer base created
- \*Feedback about products
- \*New product development
- \*Revenue from sales and service

KCS-01-6  
KCS-02-12  
KCSB-03-24

## COMPETITORS

- \*Lower quality service
- \*Decreased number of customers
- \*Stressful working conditions
- \*Less motivated staff
- \*Reduced competitiveness

# BENEFITS FOR COMPANY & CUSTOMER (KCS)

## CUSTOMER

- \*Increased satisfaction
- \*Faster service
- \*Better quality service (dishes served at correct temperature)

## CUSTOMER SERVICE STAFF

- \*Optimised activity
- \*Reduced work stress
- \*Improved working conditions
- \*Increased satisfaction
- \*Improved working environment
- \*Increased monthly earnings

## OPERATOR

- \*Improved corporate image
- \*Increased number of customers
- \*Increased number of frequent customers
- \*Improved climate within company
- \*Increased sales
- \*Increased profit

KCS-01-6  
KCS-02-12  
KCS-03-24

## COOK

- \*Better optimised activity
- \*No dish backlog in kitchen
- \*No dishes getting cold
- \*Reduced work stress
- \*Improved working conditions
- \*Increased satisfaction

## ADVANTAGE FOR THE COMPANY AND CLIENT

### ENTREPRENEUR

- \*Company's reputation will improve
- \*The number of loyal customers will increase
- \*Company's internal climate will improve
- \*The sales will grow (min.10%)
- \*Profit will increase

### CLIENT

- \*Increasing satisfaction
- \*Quicker service (~1.2 times)
- \*Can order more
- \*The environment will improve
- \*More privacy

TCS-01-35  
TCS-02-70

### SERVICE STAFF

- \*More optimized activity (20-40%)
- \*Work-related stress will decrease
- \*Working environment will improve
- \*Monthly income will increase

## ADVANTAGE FOR THE PARTICIPANTS IN THE PROJECT

### COMPETITORS

- \*Lower service quality
- \*Decreasing competitiveness
- \*The number of clients will decrease
- \*More stressful work for the personnel
- \*Less motivated personnel

### PRODUCT/ SERVICE PROVIDER

- \*Formation of client database
- \*Feedback on the products
- \*Development of new products
- \*Proceeds from the sale and service

TCS-01-35  
TCS-01-70

### COMPANY

- \*Reputation will improve
- \*Profit will increase
- \*Quicker service (~1.2 times)
- \*Motivated personnel
- \*More optimized service
- \*The number of clients will increase
- \*The number of loyal customers will increase