

A person wearing a light blue striped shirt is sitting at a wooden desk, typing on a silver laptop. The laptop screen and the person's hands are overlaid with various digital data visualizations, including colorful bar charts (purple, yellow, blue), line graphs, and a grid of data points. The background is a blurred green outdoor scene.

Restaurant365

**The Presentation
Will Begin Shortly**



FROM DATA TO DECISIONS:

How Technology, AI & Operations Drive Restaurant Performance

Today's Panelists



Marc Cohen

Solutions Architect

Restaurant365



Rebecca Stewart

VP of Technology, HuHot Mongolian Grill



Restaurant365

"Tech only works if it works for operators."

Technology is only as good as the people using it

- Supporting frontline teams as the #1 priority
- Giving teams tools to deliver great guest experiences
- Why guest experience starts with empowered employees
- Applicability across all sizes (1 unit → 1,000 units)



Everything starts with **the team—**technology is just an enabler.**”**

Thoughtful adoption vs. “shiny object syndrome”

- Explosion of restaurant tech in last 2-3 years (AI, automation, etc.)
- Being intentional about NOT overloading operators
- Reduction of friction
 - Relevant in accounting, ops, how accounting and ops work together
 - Universal to anyone sitting in the room
 - “Efficiency parts the sea”



Their job is to make the noodles—they don't need a bunch of fancy systems.”





AI as a **tool**, not a buzzword

Reframing AI as “automation” for better adoption

Real use cases:

- Training content creation
- Guest communication (especially emotional responses)
- Language translation support for teams
- Data processing & analysis (saving hours of work)

Key insight:

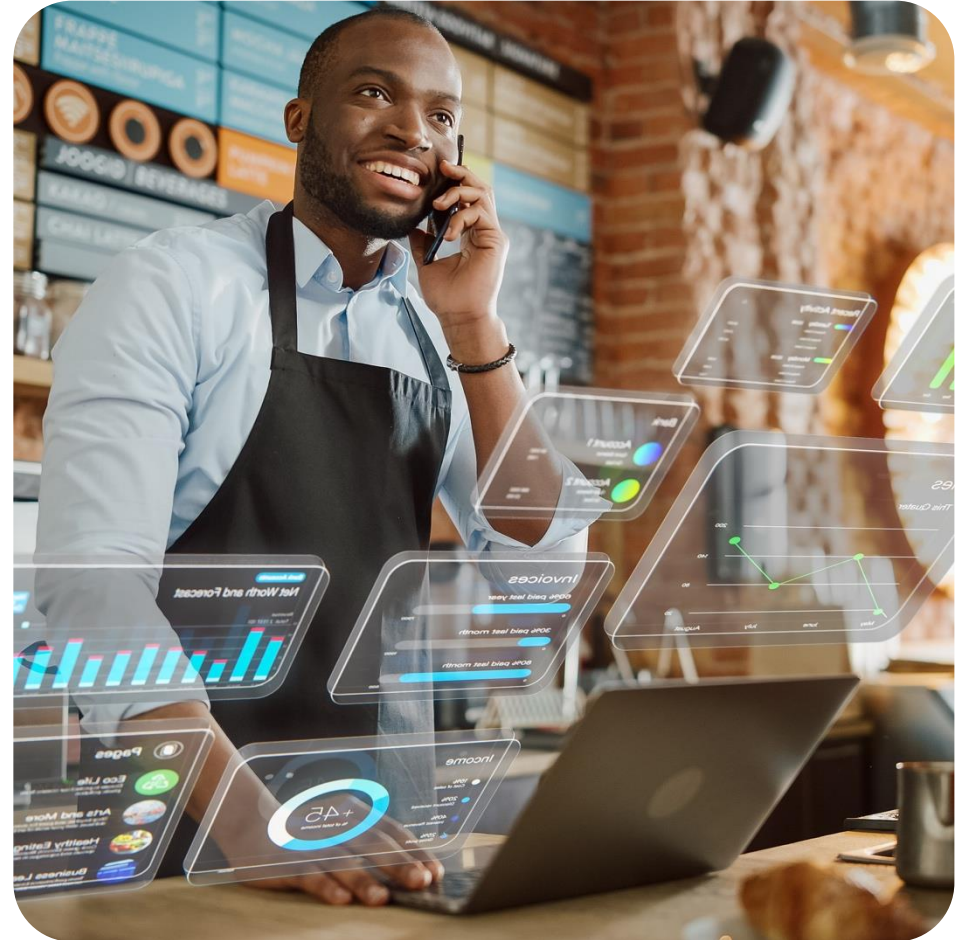
- AI gets you “75% of the way there” on data and workflows

Balanced perspective:

- Not a silver bullet
- Avoid overwhelming teams with too much data/power

Turning data into action

- Building a culture of data transparency
- Establishing benchmarks
- Focus on one priority at a time
- Using data to:
 - Identify opportunities
 - Spot anomalies
 - Drive accountability
- Driving top-line growth without raising prices
- Increasing check averages and incremental sales



Sales are hard—so we look for small, incremental ways to move the needle.”

Protecting margins through visibility

- Using reporting + automation
- Creating accountability culture (“people know you’re watching”)
- Fraud/theft exists everywhere—you just may not see it
- Small leaks (discount abuse, food waste) add up

Impact:

- Reduced theft
- Stronger culture
- Direct bottom-line improvement



Sales are hard—so we look for small, incremental ways to move the needle.”

Building the **future** of restaurant leadership

- Continued investment
- Emerging tech
- Restaurants succeed when they combine:
 - Strong people
 - Smart data
 - Thoughtful technology



**It's easier to
modify tools than
replace people"**

Talent, culture, and closing

- This is a people business. Leaders must be built
- How do you use training to develop people?
- What is one piece of advice for operators trying to balance people, data, and tech?



**What does a strong
'bench' look like at
your organization?"**

Q&A

Thank You!

For a demo of Restaurant365's platform,
please contact sales@restaurant365.com