



How Contactless Technology Can Speed Up the Dining Experience

Contactless technology has changed the restaurant industry in light of the COVID-19 pandemic. But it has also revealed a weakness that was present from the very beginning: a generally slow and unresponsive dining experience. Let's break down exactly how contactless technology can speed up the dining experience for a restaurant's many guests.

Efficient Ordering

At the beginning of the dining experience, guests are able to use contactless technology to order more efficiently. In the old way of doing things, guests had to wait for a server to reach their table, wait for a menu, order drinks, then finally order food.

With contactless technology, guests can order everything they have in mind right from the get-go and get their food that much more quickly. This directly shortens the time from when a guest decides what they want to eat to when the chef gets the order. This, in turn, means that guests have to wait for less time before they get their delicious food.

Guests View Menus Quickly

Without contactless technology, guests have to ask a server for a menu after ordering their meal. This, again, slows the entire dining process down. It takes time to flag down a server, have that server get a menu, then more time for the guest to view the menu and decide if they want something extra, like dessert.

The new way of doing things with contactless technology allows guests to view the menu whenever they please. This also minimizes the hassle that servers have to go through, as they are less likely to be called back and forth between different tables. Your servers will be able to focus on tasks and complete them more efficiently as a result.

Depending on the contactless software used, guests may even be able to get information about different food items or drinks without having to ask in-depth questions of their server.

Pay at Table Speeds Up the Transaction Process

Once dining is over, guests traditionally experience lag at the table as they wait for a server to take their plates, and then a check, then come back another time for payment, then come back *yet again* to clear the table away. That's a lot of minutes wasted for both guests and servers!

Contactless technology allows guests to pay for their food whenever they're done. They can see the bill tallied up as they eat, won't be surprised by any of the prices, and can simply pay via their phone or device and be done. Nothing in the world is easier from their point of view.

From their server's point of view, they can devote more time to other guests and wipe down that table that much more quickly. More free seats mean more guests for any business that adopts contactless technology!

Off-Premises Ordering and Payment is Faster and Easier

Contactless technology can speed up the dining experience in one last way: it can make ordering and paying for food off the premises much faster. Curbside and delivery dining are rapidly becoming more popular in metro areas across America. With online ordering, digital menus and apps, people can order and pick up food more promptly and accurately than ever before.

All in all, contactless technology is reshaping the restaurant industry. With how much it speeds up the dining experience, it has the potential to result in great savings for restaurants, better experiences for guests, and a safer environment for everyone.

If you're looking to speed up the dining experience in your restaurant or food hall through contactless dining, Bbot might be right for you. You can learn more about how Bbot can help your restaurant **here**.