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# This report looks at the following areas:

- Hispanics are key to driving QSRs' growth
- Hispanics have different approaches to QSRs
- Use the restaurant atmosphere to stand out
- Introduce technology to drive engagement
- Offer healthier options for peace of mind



"The majority of Hispanics claim to be loyal to the QSRs they visit. However, there is only one group – QSR Embracers – that has a positive attitude toward the category, overall. Hispanics in other groups may need confirmation that eating fast food is right for them."

- Juan Ruiz, Director of Hispanic Insights

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#### THE MARKET - WHAT YOU NEED TO KNOW

- Hispanics' spend almost \$44 billion at LSRs
- · Four distinct groups of Hispanics approach QSRs differently
- The youth of the market is good for QSRs
- Hispanics don't visit QSRs alone

#### THE MARKET

 Hispanics' expenditures at LSRs are estimated at almost \$44 billion

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#### What's included

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- Technology the good and the potentially bad

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- Technology continues to reshape the QSR experience
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#### WHAT NEEDS ATTENTION?

Engaging Spanish-dominant Hispanics further

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- More wanted and unwanted exposure

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#### THE CONSUMER - WHAT YOU NEED TO KNOW

- QSRs are not just about convenience for Hispanics
- Loyalty may be the result of habit
- Preferred QSRs perform reasonably well in a variety of areas combined
- Hispanics welcome tech-driven initiatives
- Hispanics likely decide what to eat once they are in the restaurant
- Hispanics don't feel there are areas QSRs need to urgently improve

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