

On-premise Restaurant Technology - US - August 2019

Report Price: £3254.83 | \$4395.00 | €3662.99

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"On-premise restaurant technology such as kiosks and tablets are offering operators multifaceted solutions to growing labor challenges and consumer demand for speedy foodservice; however, most consumers are still not very accepting of fully-automated restaurant concepts."

- **Jill Failla, Foodservice Analyst**

This report looks at the following areas:

- Many consumers still prefer humans to kiosks
- There's low consumer interest in fully automated restaurants
- Legislation creates growing barrier to seamless technology
- Mobile app-based loyalty programs offer a huge opportunity for personalization
- On-premise tech meets consumers' growing need for speed
- Pre-ordering and pre-payment service for dine-in could boost FSR business

This Report is the first of its kind to explore on-premise restaurant technology. This Report differs from Mintel's Foodservice Online Ordering and Delivery – US, November 2018 Report and upcoming Restaurant Ordering and Delivery – US, November 2019, which both focus on the off-premise technology topics of restaurant ordering, delivery and carry out as well as third-party delivery.

This Report covers the use of/attitudes surrounding on-premise restaurant technologies, which are inclusive of any technologies relating to the dine-in restaurant experience. These technologies primarily include, but are not limited to, kiosks, tablets, POS (point-of-sale) systems, digital payment (eg Apple Pay), on-premise use of mobile-app-based loyalty programs, online reservations and AI (artificial intelligence).

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DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market

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Consumer survey data
Consumer qualitative research
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Abbreviations

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