

AI Checkout and Self-Serve Solution

Enhancing Efficiency and the Customer Experience

Peter Moore, Lolly CEO



Technology for Hospitality



The Growing Demand for Self-Service

75% of customers prefer self-serve options

- Customer expectations continue to drive the adoption of AI-powered self-service, including expectations for speed, convenience, and personalisation
- Gen Z and Millennials, increasingly prefer self-service options, valuing tailored experiences and less interaction
- Instant access to detailed nutritional, Allergen, Nutritional and CO2 information for all products
- User friendly screens reduce order errors, allowing customers to explore menus without time pressure of traditional queues

Introduction to Self-Serve Solutions

Reduce queues, increase footfall and personalise the customer experience.

Increase average transaction value with upsells and meal deals

61%

of customers spend more when placing orders through kiosk solutions compared to ordering at the till. VitaMojo.

Kiosks can achieve an average increase of **12%** in sales,

15% in order value, and **18%** in gross margin. McKinsey 2023

Put simply, customers spend more using self-service kiosks.

Hospitality's Tech Gap

Just one in five hospitality business leaders believe their venues are cutting edge when it comes to technology.

22% of business leaders thought they were behind their competitors when it came to technology according to The Hospitality Business Leader Survey 2023

The AI market value is predicted to reach a revenue of **\$383.3** billion by 2030, according to [GlobalData](#) report on AI

Embracing AI is about utilising its strength, e.g. repetitive tasks, whilst maximising human interactions where they matter most.

SnapServe

Increase revenue by eliminating queues, creating happy guests, higher throughput and increased revenue.

- Intuitive Self-serve technology powered by the latest AI.
- Created to revolutionise customer experience with its unprecedented speed and accuracy
- Processing speed of just 3 seconds per transaction
- Significantly reduces wait times, offering a more efficient checkout process with available Badge, QR, or EVM readers to authorise payment methods.
- Recognises customer orders instantaneously, thanks to dual image capture process
- Minimises errors, helping to reduce waste, while ensuring accurate billing and stock control.



SnapServe Success for Gather & Gather

Gather & Gather, part of CH&Co, won the Best Use of Technology Catey in July, after introducing the Lolly SnapServe at a university site.



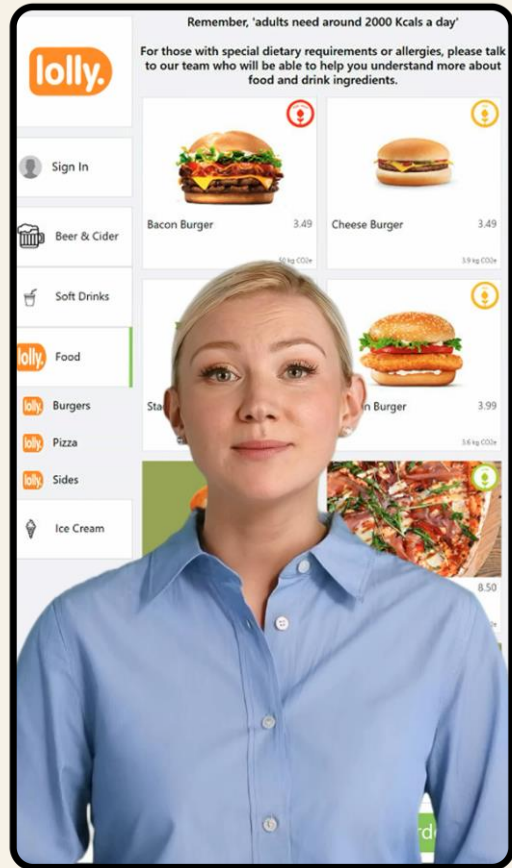
Raj Jeyaratnam, special projects director at CH&Co, says: ***“It really is amazing. From a customer perspective the technology is seamless and delivers efficiency at the checkout for busy environments, increasing transaction speed by 84% and enhancing the customer experience.”***

<https://www.thecaterer.com/indepth/business-leaders-need-to-get-up-to-speed-with-technology>

The project has not just won the team awards, but also delighted guests.

“Our customers love the simplicity and speed of the solution, which has truly transformed their experience.”

Future Focused: Generative AI



What is Generative AI?: A type of artificial intelligence that can create new content, respond to queries, and personalize interactions in real time.

Role in Self-Serve Kiosks: Generative AI can transform customer interactions by offering personalised and engaging services.

- ☐ **Personalisation:** from greetings to menus displayed
- ☐ **Tailored offerings:** from allergen to nutritional information
- ☐ **Facial recognition:** ideal for age restricted purchasing
- ☐ **Upselling:** suggestions on known preferences or time of day

Thank you

Any questions?

www.itslolly.com | sales@itslolly.com | 0800 038 5389



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