BoxScore
Simply engage.

The Situation

Restaurants have been one of the industries hardest-hit by COVID-19. As restaurants cautiously re-open, it will be crucial to stay closely connected to your customers, to be sure you're meeting their new and higher expectations for health and safety, as well as excellence in service, quality and value. Live feedback is vital to closely monitor customer reactions and to make real-time adjustments.

What is BoxScore?

BoxScore offers a simple (and customizable) two question + comment feedback format which can be completed by your customers in under 30 seconds. Capture and process their experiences in real-time. You'll have a stream of immediately actionable insights, along with data and analytics for big picture analysis. Get fresh insights into your different restaurant locations, specific wait-staff, take-out vs. dine-in, etc.

What about Yelp?

Sure, some people will review you on Yelp, but it doesn't exist to help you. And for many restaurants, the Yelp reviews don't seem to accurately reflect the typical customer experience. Are just the "foodies" posting reviews? Is Yelp's 'proprietary algorithm' discounting many of our positive reviews?

How Can BoxScore Help?

By putting the simple BoxScore feedback option in front of your customers right in the restaurant, you'll get lots more meaningful and immediate feedback – confidenti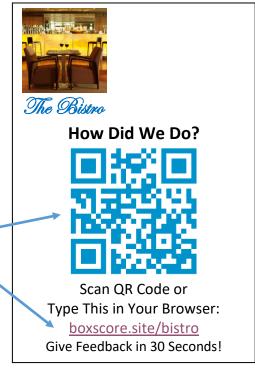ally.   By using our 'Yelp' feature, your customers who provide top scores can be immediately offered your specific Yelp "write a review" screen. You'll get more positive Yelp reviews from your real customer base and immediate notifications when lower scores are submitted -- so remedial action can be taken now.

How Does It Work?

In minutes set up your BoxScore user account with your desired questions, restaurant locations, staff, etc. And help you identify the best ways to get the BoxScore feedback request in front of your customers. For example: Restaurants can display their personalized BoxScore QR Code (and link) in places the customer will see, like a branded card in the check folio, table tent cards, business cards, etc. Or BoxScore can send them a quick SMS.

The Bistro

How Did We Do?

Try it!

Scan QR Code or
Type This in Your Browser:
boxscore.site/bistro
Give Feedback in 30 Seconds!

BoxScore Features

- ✓ Simple, easy to implement. Quick to learn and use.
- ✓ Cloud-based via tablet, phone, link, email, text, QR code.
- ✓ Customizable scoring questions with comment prompt.
- ✓ Anonymous or customer-identifiable feedback.
- ✓ Real-time dashboard, analytics and filterable data exports available for locations, staff members, etc.

www.BoxScoreMe.com
BoxScore – Restaurants
June 2020

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