

Transforming catering at a leading university

Enhancing operational efficiency, customer tracking and delivery with Pudu Robotics Bellabot and Solus table tracking system

Struggles with customer location and limited staff resource at a popular café presented a challenge perfectly suited to the implementation of robot assistants

Problem

Prior to the implementation of the current system, the café used a number card system which proved to be ineffective and inefficient. Servers often struggled to locate customers, as number cards were frequently obscured or misplaced. Additionally, the manual clearing of tables with limited staff resource created a bottleneck in customer turnover.

Solution

Solstice Robotics, on behalf of our reseller, effectively deployed the Pudu Robotics Bellabot, a cutting-edge robotic solution for efficient food delivery. We also integrated the Solus Gen2 Table Tracking System, enhancing the dining experience by notifying servers of the table number where customers are seated through a user-friendly terminal at the food serving point. The Bellabot not only streamlines food delivery but also assists in clearing tables by transporting dirty dishes, enabling faster turnover for accommodating more customers.

Results

The system's implementation has significantly enhanced service delivery and operational efficiency. Locating customers for food delivery is now seamless, and the robot's assistance enables multiple covers to be served simultaneously. The system has alleviated staff pressures, fostering a more enjoyable working environment where employees have the time to interact with customers and provide exceptional service. Additionally, Bellabot has become a standout feature, attracting University students and subsequently driving increased customer traffic.

Conclusion

Integrating technology into the café's operations has not just streamlined food delivery and table-clearing but has also elevated the overall customer experience. Alleviating staff from the pressures of running food and clearing dishes contributes to their happiness and allows for more meaningful customer interactions, thereby enhancing the overall customer experience. The success story of the café at this university makes a compelling case for embracing robotics and tracking technology in the food service industry.



About BellaBot

Pudu Robotics' BellaBot is a state-of-the-art service robot designed to revolutionize the hospitality and restaurant industry. With a charming cat-like design, BellaBot is not just a functional marvel but also a delightful companion, enhancing customer experiences in several ways.

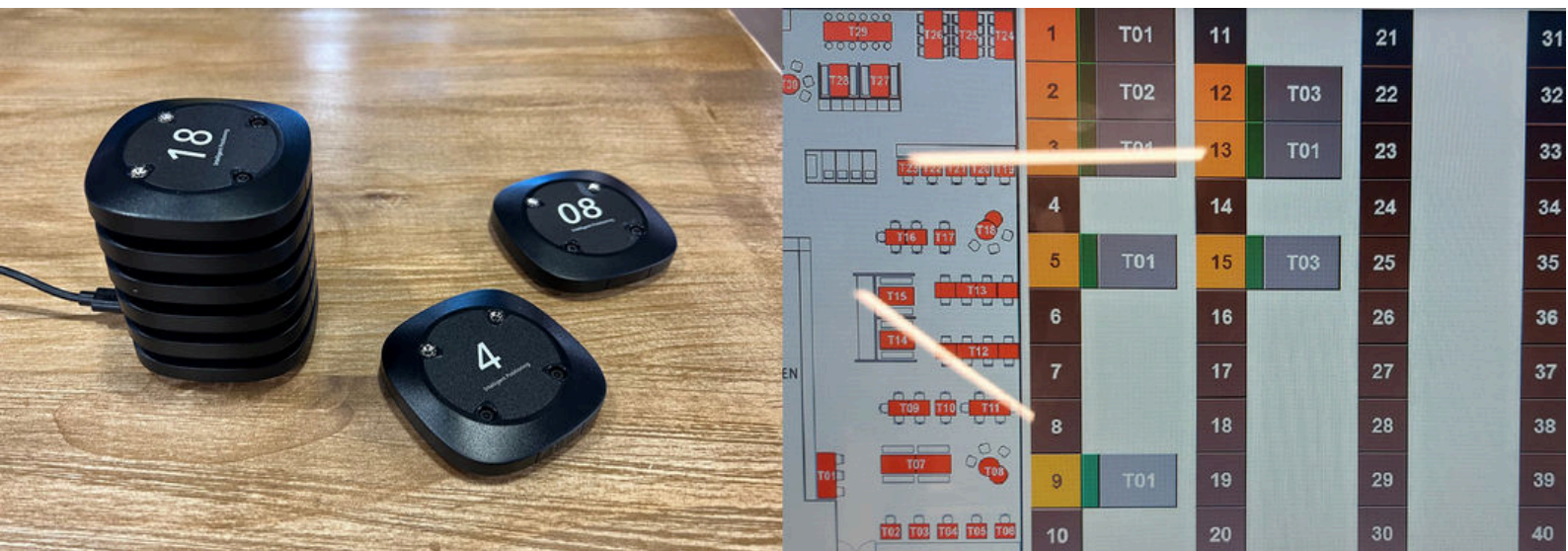
- **Efficient Delivery:** BellaBot is equipped with precise navigation and versatile tray layouts, ensuring smooth and efficient delivery of food and beverages in restaurants and hotels.
- **Obstacle Avoidance:** With advanced artificial intelligence, BellaBot can detect and avoid obstacles in its path, ensuring safe and seamless operation.
- **24/7 Operation:** Equipped with quick swap battery packs with charging ports, BellaBot has a runtime of up to 12hrs on a single charge. The addition of a second battery allows for 24/7 operation, ensuring uninterrupted service during operational hours.
- **Interactive:** Boasting an interactive touch screen and touch sensitive ears, BellaBot responds to touch with adorable expressions, providing an engaging customer experience.



About the Solus Gen5 Table Tracking System

The Solus Gen5 Table Tracking System is an Intelligent Restaurant Customer Location System. Customers can now place their order at the counter and take a seat.

The system will know exactly where they are, and their order can be delivered quickly and efficiently, either by a server or by a service robot.





About Solstice Robotics

Solstice Robotics is a division of Solstice Distribution Ltd, a trade-only distributor of audio-visual and leading-edge technology products.

The Solstice Robotics carefully curated portfolio includes robots and automation solutions from over 10 suppliers, covering service delivery, cleaning, security and much more.

We only supply our products and solutions through resellers, so end customers can buy from their approved and incumbent solution partner, knowing that they have Solstice Robotics knowledge, support, and service capability at their back.

With 10 fully trained robot technicians, 100 service engineers backed by 7 spares locations, Solstice Robotics has the capacity to handle and support everything from the smallest single robot installation to large and complex national rollouts.

Our aim is to provide our reseller partners with a low risk, low investment entry into a market predicted to grow to \$100bn a year by 2030.



Robotics and Automations solutions
exclusively for resellers

Any questions?

01684 252 760 • info@solsticeav.com

robots.solsticeav.com