

Giving Diners the Tech they Want

Operators and consumers agree on important technology, but how do restaurants stack up when it comes to implementing solutions?

Despite identifying all these technologies as important, operators have been slow to invest in some areas.

WHAT DINERS WANT:

WHAT RESTAURANTS RATE IMPORTANT:

53%
Order at the Table



60%
Mobile Ordering Devices



In 2016, only **14%** had installed tableside ordering via staff devices and only **10%** enabled tableside ordering via guest device.

56%
Mobile payment



68%
Mobile Payment



In 2016, mobile payment is gaining momentum, with **22%** of operators allowing mobile payment. In 2017 mobile payment deployment plans will be a priority for more than two-thirds of restaurants (**68%**).

69%
Free, reliable WiFi



62%
Guest WiFi



In 2015, about three quarters (**74%**) of restaurants had already invested in Wi-Fi and an additional **15%** plan to focus R&D there in 2016, putting it in the “mature” category.

Strong Internet connectivity is required for ALL these capabilities, so establishing a robust network should be a priority for restaurants.

SOURCE: HT's 2016 Customer Engagement Technology Study & HT's 2016 Restaurant Technology Study