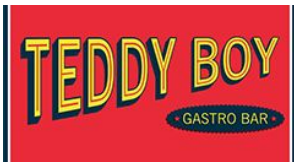


CASE STUDY: **TEDDY BOY**

Teddy Boy is one of the busiest bars in Pune (India). When they found that they were losing loyal customers because they were unable to monitor their on-site experience and improve service levels, they turned to Spoonshot's comprehensive feedback solution.

Guest Intelligence helped Teddy Boy identify customer issues during & after service and take quick action to prevent bad customer experiences. With the availability of customer profiles and past interactions, the staff became more informed and delivered personalized services to more guests.

With Guest Intelligence, Teddy Boy resolved most of their customer issues during a service, increasing happiness and ensuring customer loyalty. The automated feedback solution also reduced the management's dependency on staff significantly.



29% increase in +ve ratings

17% increase in repeat guests

"I am thrilled by the results delivered by Spoonshot's GI product. They are doing a fantastic job for us!" - Nitin Agarwal, MD Teddy Boy, Pune