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QSR Automations and Curbit Partner for Optimized Off-Premise Experience

Together these two companies leverage each other's strengths and technological advances to help restaurant operators increase their bottom line

LOUISVILLE, Ky, February 23, 2023 — [QSR Automations](#), a global leader in kitchen automation and guest management services, is proud to partner with [Curbit](#). This partnership will improve guest experience through optimized online ordering and pickup. Curbit coordinates between kitchen activity and online ordering systems to provide guests with a real-time order status and streamlined pickup process, while QSR Automations' ConnectSmart® platform maximizes kitchen efficiency by prioritizing orders based on order times and guests' proximity. The result is happier customers and a more profitable business.

"Demand for digital ordering has resulted in a misalignment between order timing and kitchen activity," said Scott Siegel of Curbit. "We use machine learning to synchronize arrivals with food production leveraged from QSR's real-time data. "When we couple ConnectSmart's order prioritization features, we're able to make drastic improvements to the off-premise experience."

Curbit dynamically updates quote times in the digital channels based on kitchen capacity. Once an order is placed, Curbit's technology provides the guest with an accurate ready-time using real-time data, which manages guest expectations. As the order progresses, guests receive updated pickup times, so they know exactly when to expect their meal, reducing the potential for quality items to go cold while sitting on a shelf. Meanwhile, ConnectSmart capabilities ensure order fulfillment is always based on priority, reducing kitchen waste and minimizing stress and strain on staff.

Front of house staff is provided a clear view of when and where to deliver each order, while guests are queued in a virtual drive-thru to the desired handoff destination. This hassle-free and consistent process supports the demands of the modern pickup experience.

Fresher food and reduced wait times encourage repeat visits, resulting in higher revenue, while fewer refunds and streamlined operations decrease costs.

“Encouraging repeat visits from diners and maximizing efficiency will be the two most critical factors in helping restaurants weather the economic uncertainty of 2023,” said Jennifer Karpinsky from QSR Automations. “Together Curbit and QSR Automations will make a critical difference for thousands of restaurant operators, and that’s something we are really proud of.”

Curbit is just one of several Solution Partnerships that QSR Automations has engaged with to improve guest experience. Click [here](#) to learn more.

About QSR Automations

[QSR Automations](#), headquartered in Louisville, KY with offices in the United Kingdom, is a global industry leader in kitchen automation and guest management services. Since 1996, restaurant operators have turned to the brand’s signature platform, Connect Smart, for customized solutions to improve the guest experience and drive operational excellence. Used in 21 of the nation’s top 25 casual dining chains, ConnectSmart leverages data to create customized solutions that make calmer kitchens, simpler workflows, and happier guests.

We didn’t just pioneer restaurant technology. We perfected it.

About Curbit

[Curbit](#) is a software solution that optimizes workflow for emerging and enterprise restaurants. Curbit's integrations produce real-time kitchen intelligence that maximize throughput and the guest experience. The Curbit platform dynamically updates quote times; messages precise promise times and real time order progress via SMS, sequences fulfillment based on guest proximity and priority; and transforms traditional pickup into a virtual drive-thru.