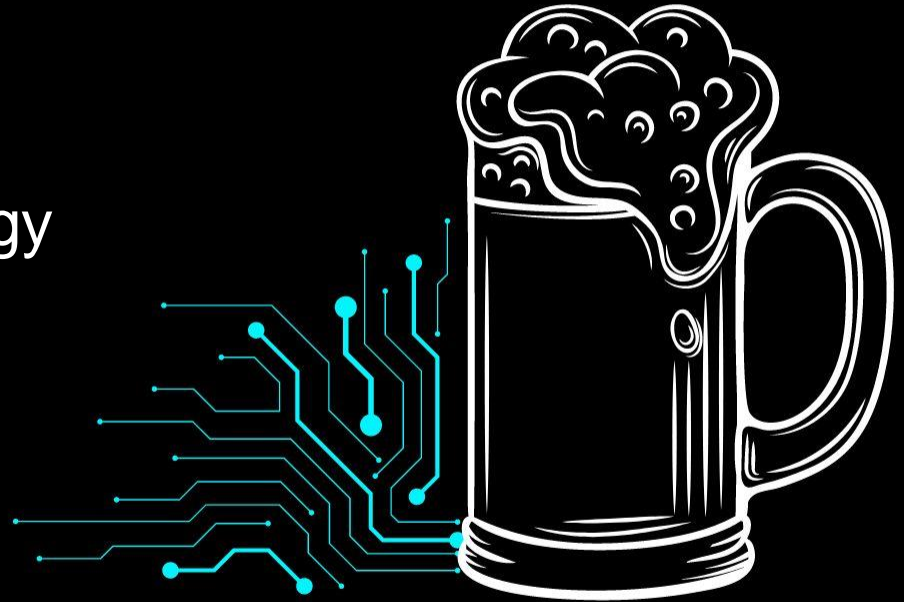




Pub Tech: Exploring technology in the pub of the future

Glenn Tait, Product Director





Glenn Tait | Product Director

Zonal

- Zonal is a family-owned, UK-based technology provider
- Leading the way with innovation in hospitality technology for over 40 years
- 16,000 hospitality & leisure businesses trust Zonal



OAKMAN INNS



Pub 2034?



Where it all
began....



My family pub

Technology
has its place



Not all operations
need it
Not all want it
and not all
consumers want it



But some do.....



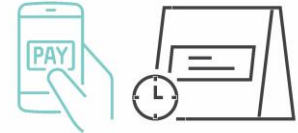
Of consumers think **a balance between technology and a human touch delivers the best hospitality experiences**



Say **speed is a main reason tech enhances their experience—the top factor**



Of those **who eat out at least weekly** prefer to use technology in hospitality



£114

Average monthly spend on eating and drinking out among consumers who prefer technology (v £90 among those who prefer human contact)

Table 4 ordered 20 mins ago ⚠️

Notifications ⚠️
Next free table in 25 mins 🕒
34 mins wait for food 🍴✂️

Detected Poor Sentiment

10% discount applied

Waiting time exceeded

Offer aperitif

Table 12 ordered 44 mins ago ⚠️



Facial recognition



Predictive maintenance



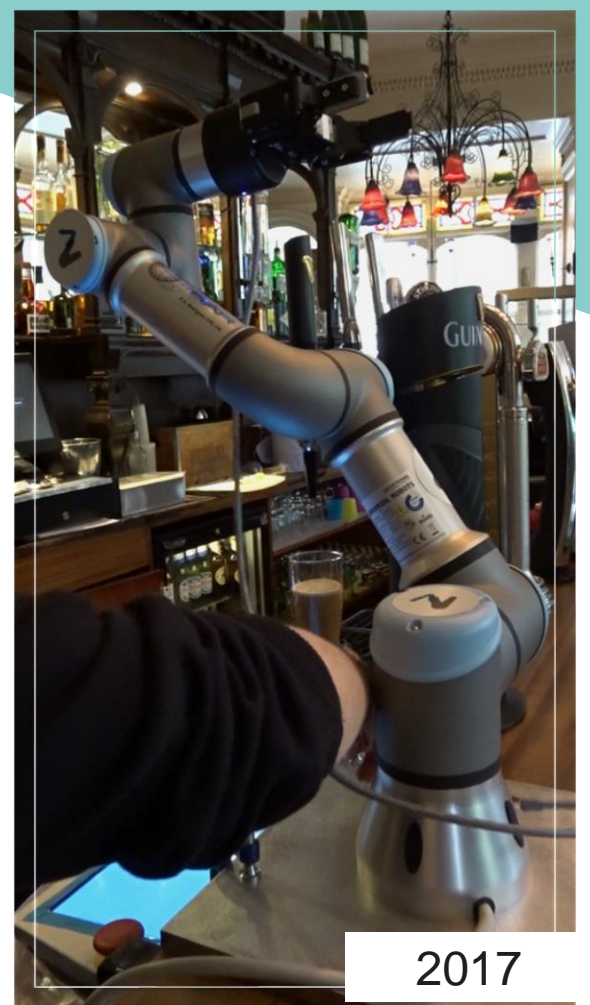
Inventory management



Fraud detection



Robots





People vs Tech
Research Report

Zonal

Download your copy



Thank you for your time.



Glenn Tait

Product Director, specialising in the
Hospitality sector



Connect with me

