



KICK BAD CUSTOMER EXPERIENCES TO THE CURB

45%

of consumers said their experiences with curbside pickup were somewhat rocky

54%

said they tried curbside pickup or delivery during the pandemic

49%

of customers have downloaded two or more apps for curbside during the pandemic.

WHO USES CURBSIDE ORDERING?



Baby Boomers

51%



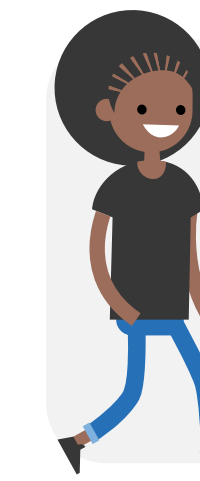
Generation X

62%



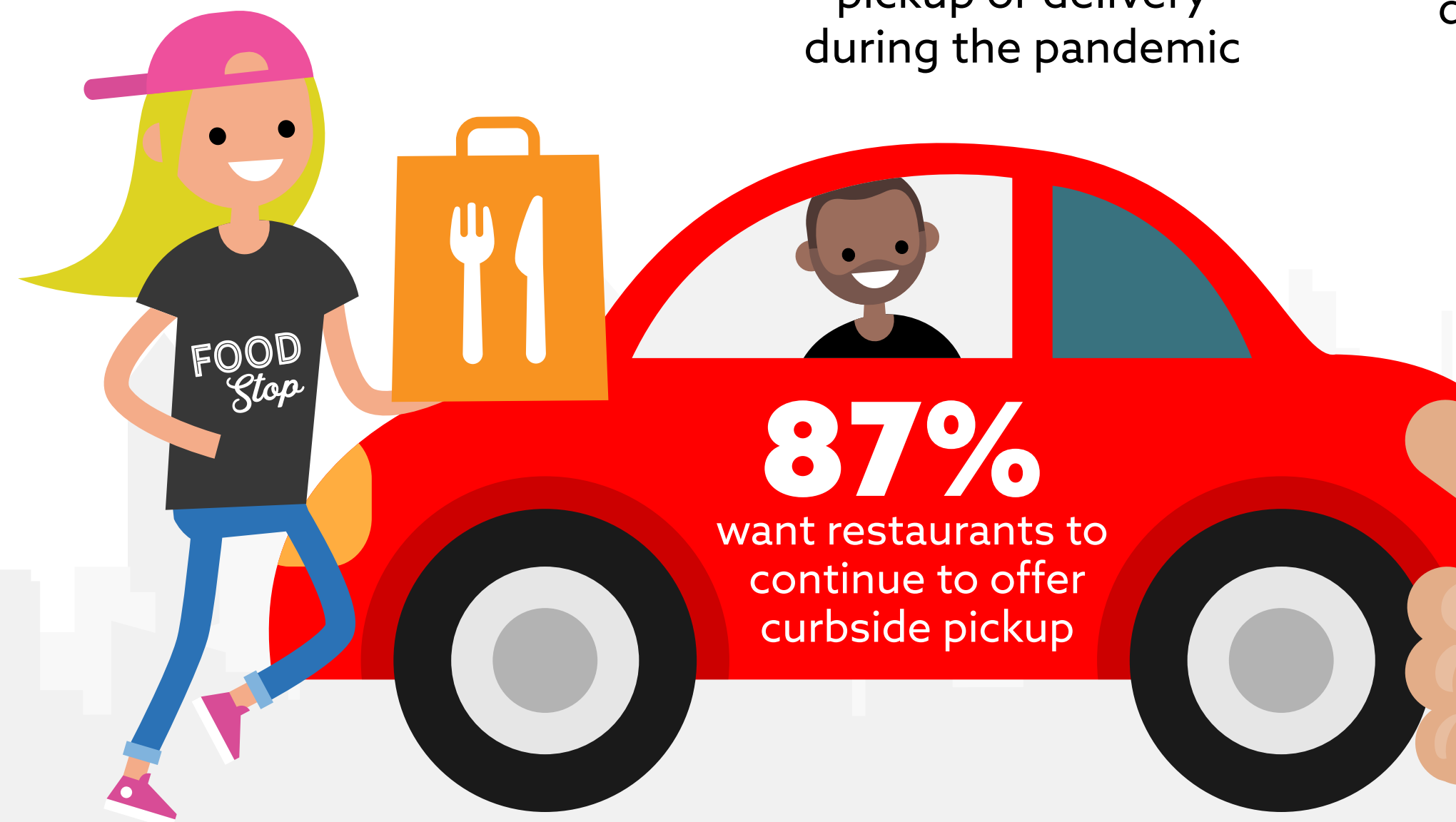
Millennials

73%



Generation Z

68%



87%

want restaurants to continue to offer curbside pickup



**Ready to perfect your pickup process?
Contact us today for a free demo of the
Punchh Pickup solution**

INTEGRATED LOYALTY INSIGHTS

What operators want:

- Streamlined order fulfillment
- Single dashboard
- Real-time location services
- Two-tap messaging to guests

A PERSONALIZED EXPERIENCE

What customers want:

- Fast, friendly service
- Mobile apps
- Status updates
- Parking directions

Source:
<https://www.forbes.com/sites/michelinemaynard/2020/06/18/consumers-overwhelmingly-like-curbside-pickup-a-new-covid-19-survey-shows/?sh=7026a6ff74fd>
<https://www.restaurant.org/research/reports/state-of-restaurant-industry>