

Fimble

Kiosk Ordering

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Benefits



Increased Sales & Average Order Value

As customer behavior continues to shift toward self-service, kiosks offer a seamless experience while creating subtle yet effective opportunities for upselling and cross-selling—a combination resulting in of both **sales volume** and **average order value increase**.

Businesses with
kiosk ordering see a

20%

**average increase
in order value** [1]

1 in 5

customers use
food-ordering
kiosks all the time

Kiosks and digital signage
boards encourage people
to spend

20-30%

more on average, and have
them **twice as likely** to
order a dessert [2]

Sources:

1. [Kiosk Industry](#)

2. [Retail Times](#)

Benefits

Improved Customer Satisfaction

79% of customers say that they'd **prefer to order via online kiosks** rather than directly through staff. [1]

Kiosks align with modern consumer behavior and provide a more comfortable, personalized, and accurate ordering experience

- Familiar, Self-Service Experience
- Customizable and Visually Engaging Interface
- Judgement-Free Ordering
- Improved Order Accuracy

Source:

1. [Kiosk Industry](#)



Benefits

Faster Order & Service Times

Kiosks **speed up the ordering process**, helping customers get their meals faster and improving overall service efficiency.

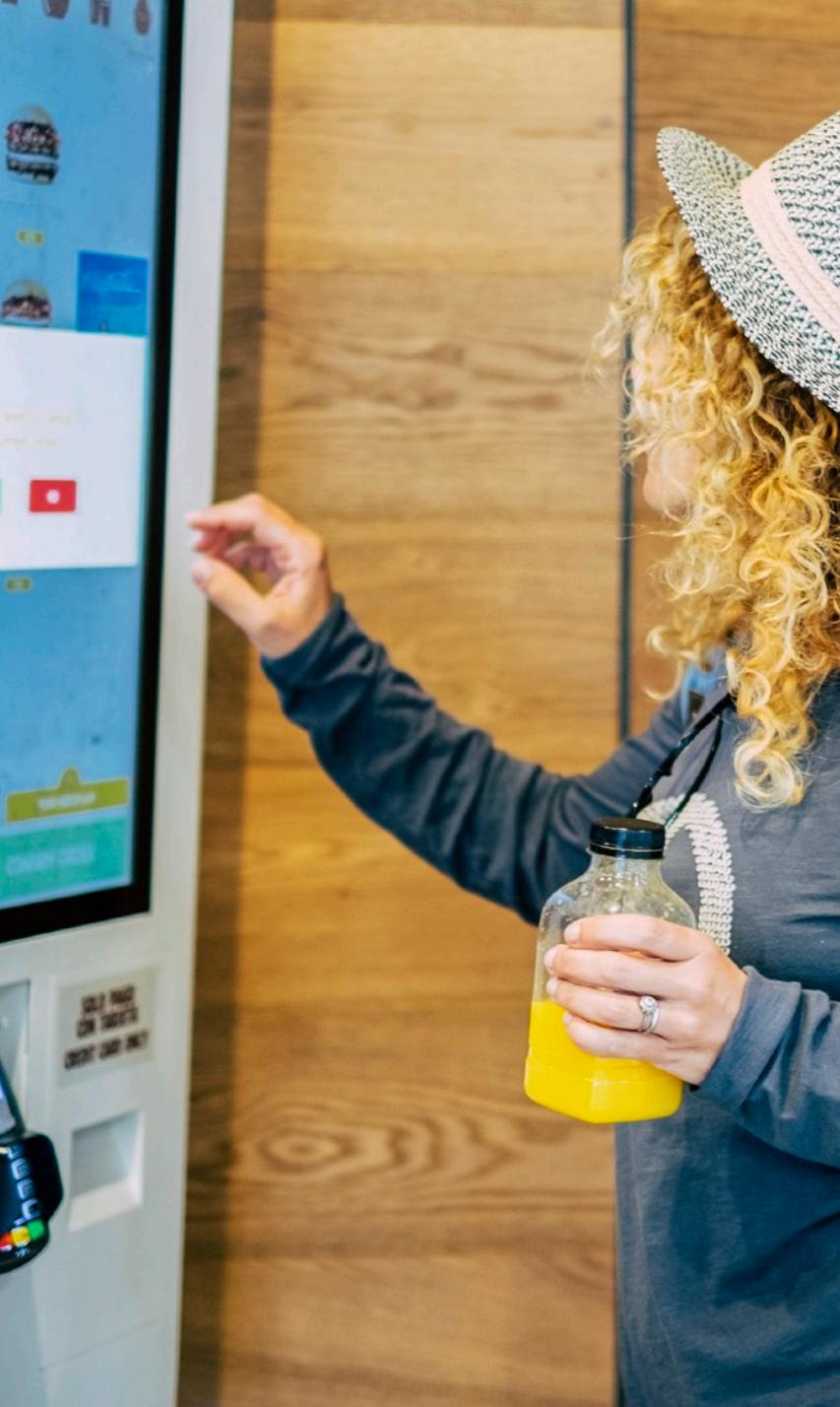
Specifically, restaurants using Kiosks reported a decrease by nearly:

40% in **total order time** [1] and

7" in **service time** [1]

Source:

1. [Modern Restaurant Management](#)



Benefits

Reduced Labor Costs & Improved Efficiency

By automating routine tasks, kiosks help businesses stay productive with fewer resources, offering a cost-effective way to streamline operations, including:

- **Reduced Staff Requirements** by lowering the number of staff needed at the counter
- **Solution to Labor Shortages** with consistent coverage even when it's hard to find or retain workers
- **Better Staff Allocation for Peak Hours** by freeing-up staff to focus on different posts during busy periods
- **Better Space Management** as kiosks require less floor space than counters, allowing for more flexible layouts and increased seating



Benefits

Data Collection & Insights

Kiosks serve as powerful data collections tools, providing valuable insights about **usage**, **customer behavior** and **sales**, helping F&B operators to:

- **Optimize the Menu**

Improve menu structure by tracking top-selling items, customizations, and navigation drop-offs

- **Maximize Promotions**

Strategically promote popular items and add-ons that drive higher order value

- **Enhance Operations**

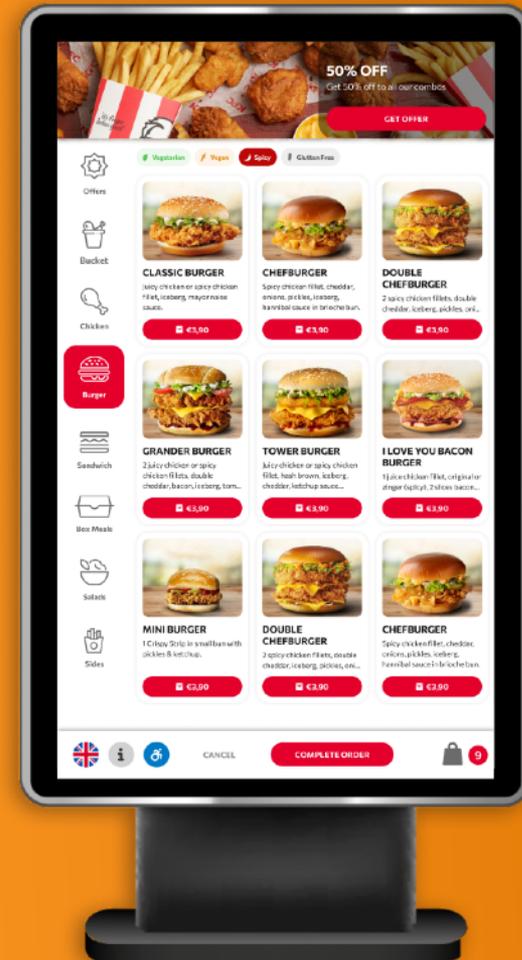
Optimize staffing and store layouts by understanding peak hours, wait times, dwell times, and traffic patterns



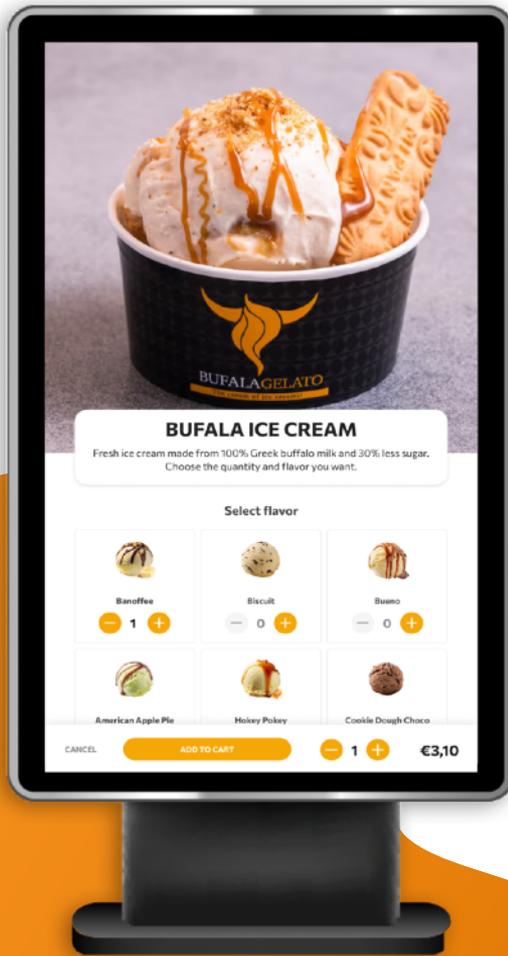
Fimble's Kiosk Ordering

Delight your walk-in customers with stunning Kiosk interfaces designed for a seamless self-ordering experience.

Fimble's Kiosk Application works effortlessly as a standalone solution or within your existing Fimble ecosystem, offering full control over content and device management from one unified platform.



Features



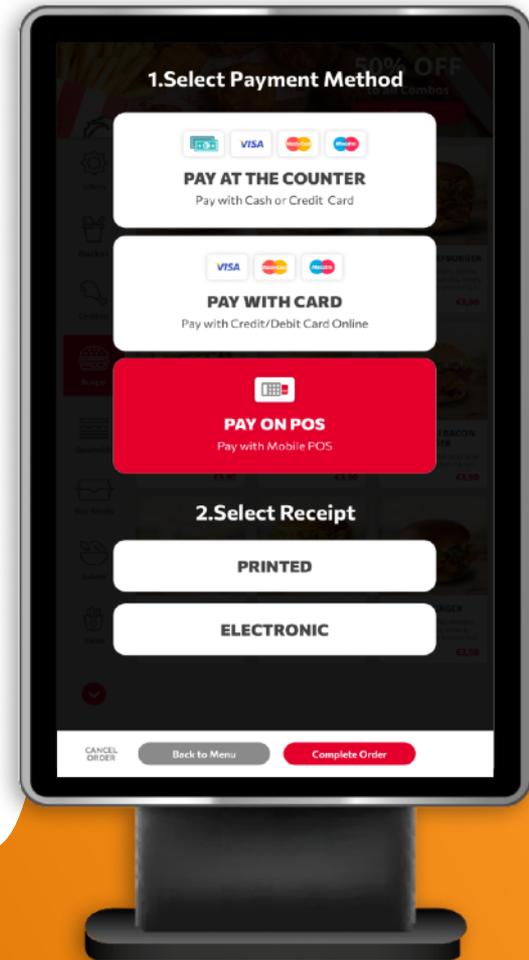
Design & Customization

- Configurable menu layout with custom logo, color, and banners
- Customizable menu items' layout with option for list or thumbnail
- Product categorization with optional tags (e.g. *vegan*, *spicy*, etc.)
- Custom stamps/ribbons to highlight specific products (e.g., *Limited Time*, *New Arrival*, etc.)
- Allergens and nutritional information
- Multi-language support
- Optimized design for kiosk devices and tablets
- Smooth animations and loading screen for a more engaging interface
- Access for people with disabilities

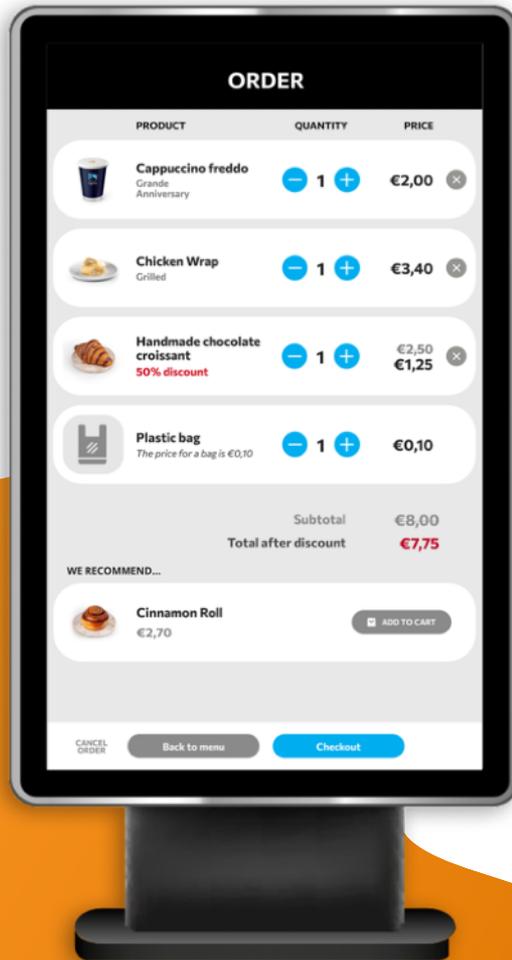
Features

Order Taking & Checkout

- Sections for best sellers, offers, featured and recent products
- QR code links for contactless ordering
- Dine-in or Take-away option
- Single-screen checkout
- Multiple payment methods
- Printed or Electronic order slip and receipt
- Auto-reset after transaction for the next customer
- Order confirmation screen and email with summary
- Automatic or manual order acceptance per store
- Optional in-store Pick Up monitor to display ready-for-pickup orders



Features



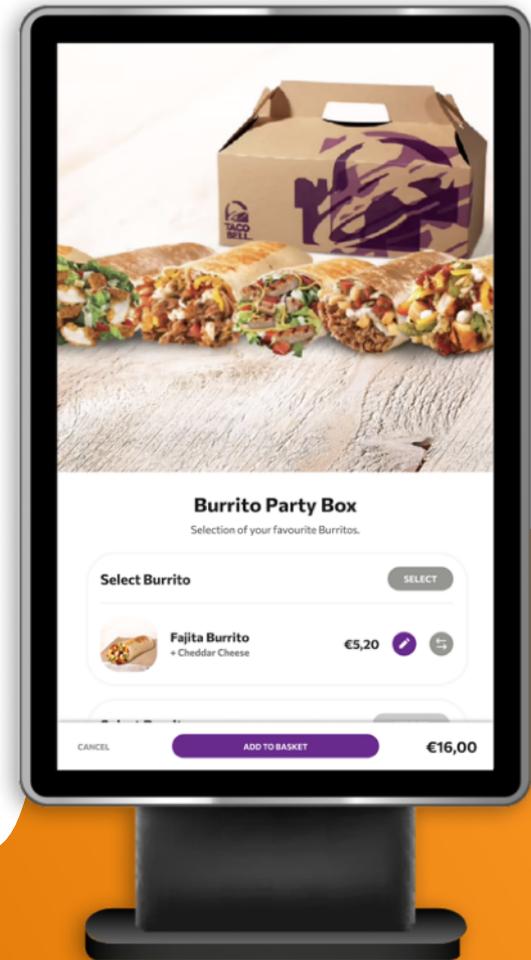
Marketing

- Multiple Upselling & Cross-selling
- Automatic & Guided offers
- Coupons
- Support for location-based pricing exceptions and multiple price lists
- “Thank you” message and prompt for feedback after placing an order
- Optional use of kiosk screen as a Digital Signage monitor during idle periods
- Earn and redeem rewards points or use a virtual rewards card
- Smart login or mobile app login to collect CRM data and loyalty points

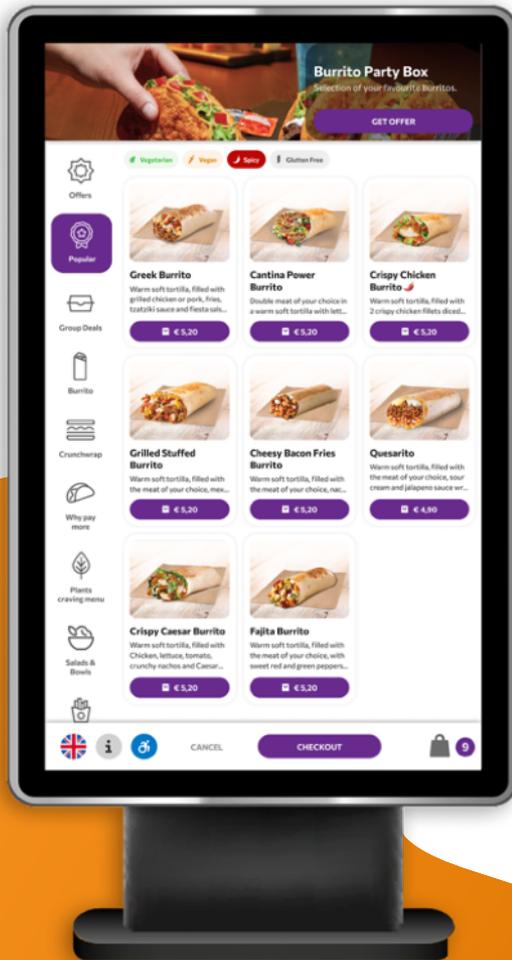
Features

Compatibility

- Multiple device resolutions
- Cross-platform compatibility
- Cross-device compatibility for both portrait and landscape view
- Orders sync directly with KDS
- Device locking
- Lobby Host application for accepting orders via tablet



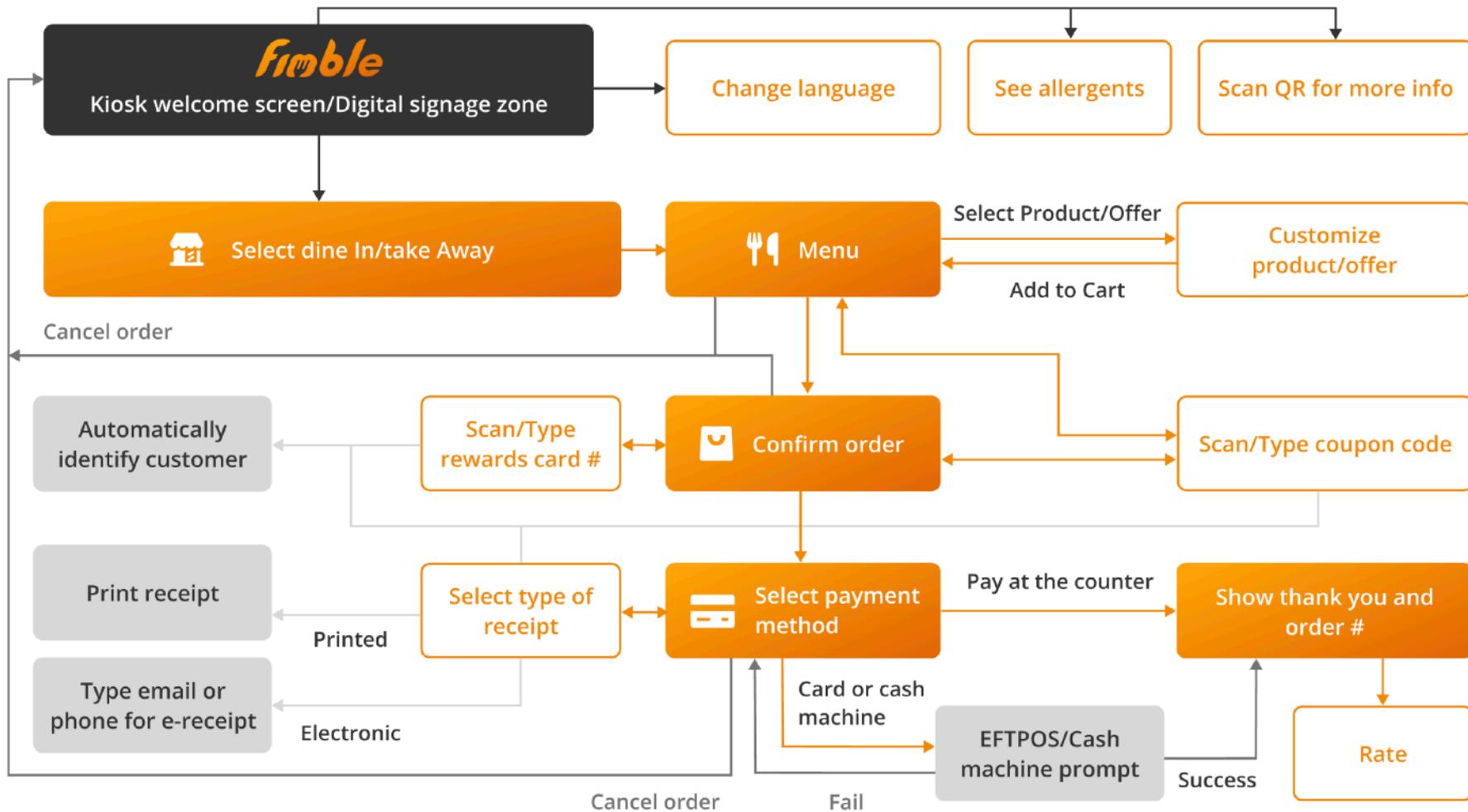
Features



Analytics

- Behavior analytics, ideal for optimizing the menu experience
- Sales analytics, ideal for optimizing promotions
- Usage analytics, ideal for optimizing store space and reducing in-store wait times
- Real-time monitoring of device usage and availability
- A/B testing for comparing performance results

Customer Journey





Thank you!

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For more details you can visit us at
www.fimble.io

