

tattle

SpeedLine + Tattle: Transform Every Guest Into a Loyal Fan

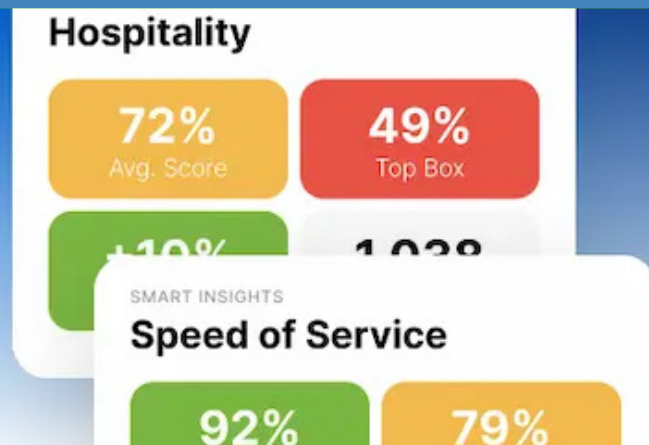
A Powerful Partnership Delivering
Smarter Feedback, Stronger
Operations, and Happier Customers

Why SpeedLine + Tattle?

In today's busy restaurant landscape, guest experience is paramount. Operators need more than guesswork; they need the actionable insights that drive real improvements.

The SpeedLine Tattle integration creates a seamless, automated feedback loop. This helps restaurants understand guests, fix operational blind spots, and build lasting loyalty.

This partnership transforms every order (dine-in, takeout, or delivery) into an opportunity to learn, improve, and grow.



What This Integration Delivers

1. Automated, Order-Specific Guest Feedback

Every time an order is tendered or closed in SpeedLine, the system automatically sends order details to Tattle, including customer information and what they ordered. This enables highly personalized surveys, such as:

"How did you enjoy the new Pepperoni Melt?"

There's no manual work. No extra steps. Just instant, actionable insights.

2. Multi-Channel Survey Delivery

Tattle makes it easy for guests to share feedback, regardless of where they placed the order:

Email Surveys: When an order includes an email address, Tattle automatically triggers a personalized survey on your schedule: immediately, an hour later, or even the next day.

Text Message Surveys: The Tattle SMS package allows you to send a text message, giving customers who have not shared an email address the opportunity to provide feedback.

QR Code Surveys: Walk-in customers or orders that do not include contact information include a printed QR code on their receipt, ensuring every guest has a voice.

3. Actionable Insights for Operators

Tattle compiles guest feedback into clear, digestible reports and dashboards that help operators:

- Identify operational weaknesses
- Track performance across locations
- Respond quickly to unhappy guests
- Improve consistency and guest satisfaction
- Measure the impact of menu changes or restaurant promotions

This is real data to act on, not just numbers on a screen.



4. Seamless, Reliable SpeedLine Integration

SpeedLine handles the heavy lifting behind the scenes:

- Merchants enter their Tattle Merchant ID and Location ID in the SpeedLine Portal
- SpeedLine securely retrieves the authorization “slug” needed for communication
- Terminal generates survey data files automatically
- SpeedLine sends the data to Tattle
- If you lose internet connectivity, files queue safely and send once you're reconnected

This ensures there is zero lost feedback and a smooth, dependable workflow.



How This Partnership Enhances Your Business

Boost Guest Satisfaction:

Tattle's surveys uncover the “why” behind customer experiences, giving you the insights needed to improve speed, accuracy, food quality, and hospitality.

Increase Repeat Visits:

Guests who feel heard are far more likely to return. Tattle helps you close the loop with unhappy customers and celebrate wins with your team.

Strengthen Loyalty Programs:

With SpeedLine's customer data and Tattle's feedback engine, you can better understand what drives loyalty, and what gets in the way.

Improve Multi-Location Consistency:

Franchise groups benefit from shared Merchant IDs and location-specific insights, making it easy to compare performance and standardize excellence.

Reduce Operational Guesswork:

Instead of relying on assumptions, you get real customer data tied to real orders, the most accurate way to diagnose issues and improve operations.

Why Restaurants Choose SpeedLine and Tattle

- Fully automated. No staff training required
- Personalized surveys tied to actual orders
- Multi-channel delivery (email, SMS, QR code)
- Reliable data transfer, even during outages
- Actionable insights to drive real improvements
- Perfect for single stores and large franchises

Turn Every Order into an Opportunity:

The SpeedLine Tattle integration gives restaurants the tools they need to deliver consistently great experiences and the insights to fix issues before they become problems.

This is much more than just another survey tool. It's a customer experience engine that helps your restaurant grow.