



Case Study: Kikato in a CBD Coffee Lounge

One-Month Pilot by Springle Robotics

Background

An upscale CBD coffee lounge partnered with Springle Robotics for a 30-day pilot of Kikato, our latest BOT. The goal was to assess how robotics could support staff, improve guest experience, and optimize service flow during peak times.

Implementation

- Duration: 1 month
- Scope: Assisted during peak breakfast, lunch, and evening hours
- Tasks: Delivered orders, cleared tables, promoted featured menu items
- Integration: Staff focused on engagement, Kikato handled routine runs

Results

Category

Impact

Operational Efficiency

18% faster turnover · 2.5 km less walking per shift · 1.5 staff hours saved daily

Customer Experience

86% positive feedback · 15% more social mentions · 1 in 6 repeat visits

Revenue Impact

5–7% sales growth · +9% promotional item sales

Staff Feedback

72% less fatigue · more time for upselling & customer care

Story in Action

During a corporate booking, Kikato supported staff in serving a large group without delays. Guests praised the smooth service and shared their experience online, adding marketing buzz for the lounge.

Conclusion

In just one month, Kikato demonstrated value in premium hospitality settings by reducing staff strain, enhancing service speed, creating buzz among guests, and driving incremental sales.

 **+5-7% Sales • +86% Customer Approval • -18% Service Time**