Case Study: Navigating Slopes with Kikato in a Restaurant

One of our CBD restaurant partners faced a challenge when preparing to introduce Kikato, our service BOT. The main pathway from the pass to the dining area included an 11-degree slope. While staff had managed this daily, it was not ideal for safe and consistent robot navigation. Instead of dismissing the idea, we worked closely with the team to find a practical solution.

The Challenge

The restaurant's busiest route—used by servers to carry trays—passed through a section with an 11-degree incline. This was too steep for Kikato and to the staff's knees to operate safely and smoothly, especially when carrying food and drinks.

Our Consultation

We reviewed the venue layout and identified alternate paths within the restaurant. By re-arranging two tables and adjusting a service station, we created a new, robot-friendly pathway that bypassed the slope while still connecting the kitchen pass to the main dining area. This new route required only Kikato's standard 60 cm clearance and blended naturally into the restaurant's workflow.

The Outcome

- Kikato successfully operated without risk, avoiding the steep slope.
- Service times stayed consistent, with no delays despite the change in routing.
- Staff walking distances reduced by approximately 1.8 km per shift, as Kikato now handled more runs. Staff were happy that their feet and knees got cared for.
- Guests noted the novelty and consistency of the robot's service.
- The restaurant achieved smoother operations without needing structural changes.

The Takeaway

Every restaurant layout is unique, and challenges like slopes or tight corners don't have to be obstacles. With a thoughtful consultation and minor adjustments, Springle Robotics ensures Kikato fits seamlessly into service. It's about adapting the space smartly—without major renovations—so that robots and staff can work side by side.

✨ **Kikato by Springle Robotics – delivering efficiency, even on tricky floors.**