



PRODUCT GENIUS
Genius Pulse Report



Sample Insights from the *Genius Pulse Report*:

Service Speed Concerns

Summary: Multiple customers reported slower service, especially during weekends and evenings.

Customer Quotes: "Had a great meal last night but the service was slower than usual." – Emily Jones, August 11, 2024 (Sunday), 7:00 PM

Pattern: Slower service is frequently reported on Saturdays and Sundays during meal times.

Action: Adjust staffing levels or processes during peak times.

Insight Graphs: A graph showing peak times and service speed feedback.

Positive Feedback on Server 'Sophy'

Summary: Multiple customers praised a new server named Sophy for her outstanding service.

Customer Quotes: "Sophy was so friendly and attentive!" - Olivia Jones, August 22, 2024 (Thursday), 6:30 PM

"Our server Sophy really made our evening special." - Megan Brown, August 27, 2024 (Tuesday), 8:00 PM

Pattern: Sophy has consistently received positive feedback across multiple days and times.

Action: Consider recognizing Sophy's contributions publicly or internally and use her as a model for training other staff.

Unfriendly Bartender Behavior

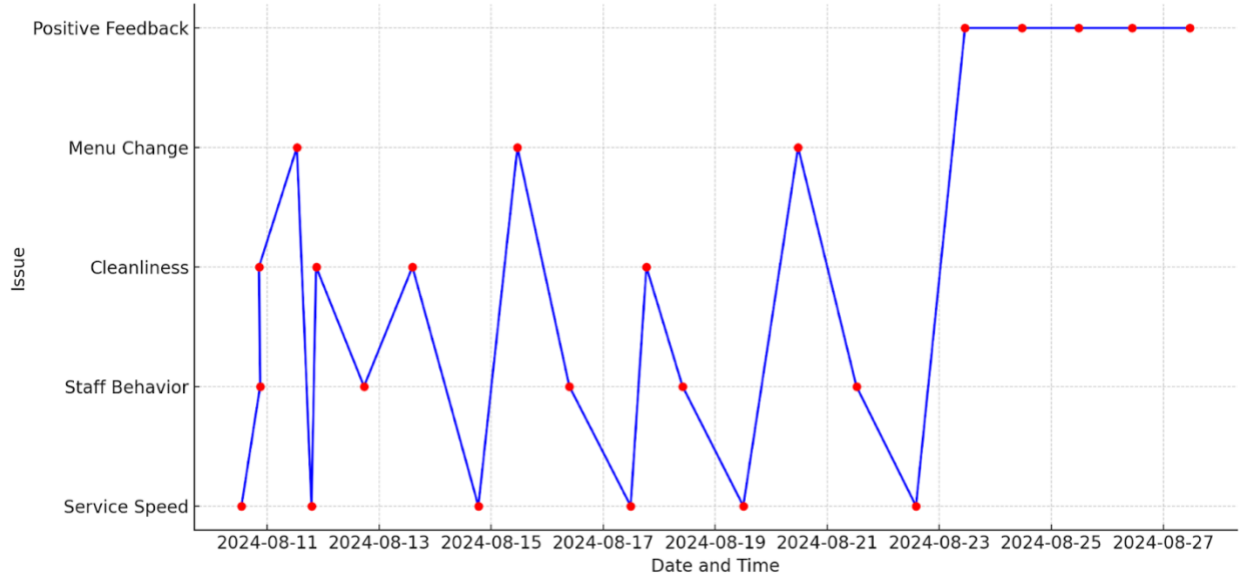
Summary:	Several customers noted unfriendly behavior from bartenders, particularly when tips were lower than expected.
Customer Quotes:	““The bartender wasn’t very friendly.” – Anonymous, August 12, 2024 (Monday), 8:00 PM
Pattern	Negative feedback often centers around late-evening interactions.
Action	Provide additional customer service training to bartenders, especially on handling tipping situations.
Trends & Patterns:	A trend analysis shows increasing reports of bartender interactions during late-night hours.

Detailed Data and Timestamps:

The feedback was collected with precise timestamps, including specific days of the week. Here’s a summary of the key feedback with dates, times, and customer details:

Date	Day	Time	Customer Name	Customer Email	Feedback Summary
August 10, 2024	Saturday	12:30 PM	Rachel White	rachelwhite@email.com	Service was slow at lunch.
August 10, 2024	Saturday	9:00 PM	Laura Brown	laurabrown@email.com	Bathrooms were not clean.
August 11, 2024	Sunday	7:00 PM	Emily Jones	emilyjones@email.com	Service was slower than usual.
August 12, 2024	Monday	8:00 PM	Mark Williams	markwilliams@email.com	Bartender wasn’t friendly.
August 16, 2024	Friday	7:00 PM	James K.	jamesk@email.com	Atmosphere wasn’t welcoming.
August 17, 2024	Saturday	8:00 PM	Steven Clark	stevenclark@email.com	Service was slow at dinner.
August 17, 2024	Saturday	7:30 PM	Anonymous	N/A	Service and experience weren’t smooth.
August 19, 2024	Monday	6:30 PM	Anna D.	annad@email.com	Staff seemed distracted.
August 22, 2024	Thursday	6:30 PM	Olivia Jones	oliviajones@email.com	Positive feedback on Sophy’s service.
August 27, 2024	Tuesday	8:00 PM	Megan Brown	meganbrown@email.com	Positive feedback on Sophy’s service.

Timeline of Feedback Received



Frequency of Complaints by Issue and Day of the Week

