

KEENBOT T6

COMMERCIAL FAQ



V1- (20/07/22)



Frequently Asked Questions - Keenbot T6



What is Keenbot T6?



The Keenbot T6 is a cost effective, reliable tray delivery system.

A collaborative robotic (cobotic) solution that works with service teams to streamline operations, improve productivity, assist with labour shortages and provide a better guest experience.



What is the navigation system of Keenbot T6?



Keenbot T6 operates using ceiling tags to navigate to desired location.



What is the name of the machine?



The machine name is Keenbot and the model is called T6.



Who is Keenbot T6 for?



Different types of businesses, e.g.:

- Distributors
- Restaurants
- Hotels



Why is a good idea to buy a Keenbot T6 now?



There is a high demand today for automation in hospitality, catering, and facilities management, hence SoftBank Robotics can help solve:



Labour shortages

Get more delivered with less staff and increase staff satisfaction.



Cost increases

Reduce labour cost by hiring less staff.



Customer demands

Boost your team efficiency through automation of repetitive tasks and let your employees focus on what matters the most for your business needs to increase your reviews.



What are the customer benefits when using Keenbot T6?



Customers can successfully

- Be highly adaptable.
- Reduce the time it takes for delivery.
- Have larger serving capacity.
- Relieve the waiter's workload.



Other benefits

- Reduce operating cost.
- Improve employee satisfaction.
- Improve service for customers.
- Advertising for the restaurant.
- Offer contactless delivery.



How can I calculate success? (for restaurants)



Increase serving capacity

- Revenue per guest before and after PoC.
- Table turnaround time (covers per day).

Managing costs

- Total labour cost before and after (including overtime and agency spend).
- Fully loaded cost per hour vs. service robot cost per hour.

Attract customers

- Revenue per guest before and after PoC, table turnaround time (covers per day).
- Number of covers before and after CSAT survey, trip Advisor/Google review change.

Retain staff and attract staff

- Through Employee survey.
- Average sick days before and after.
- Employee turnover.
- Number of applicants per vacancy.

Improve staff productivity

- Revenue per guest before and after PoC.
- Table turnaround time (covers per day).



Can I buy Keenbot T6 directly from SBR or do I need a distributor?



Keenbot T6 can be purchased via SBR's distributors.



What are my purchase options for Keenbot T6?



Customers have the options to buy or rent Keenbot T6. For more information please get in touch with your assigned sales representative.



Can I get a warranty for Keenbot T6?



All SBR tray delivery units come with a one year parts and labour warranty.



Can I ask for a free Keenbot T6 trial?



Yes, you can. For more information please get in touch with your assigned sales representative.

**How much does a Keenbot T6 cost?**

The Keenbot T6 pricing will depend on the region you are located, please get in touch with our sales representatives:

France, Benelux, UAE & KSA

Damien Manicardi

damien.manicardi@softbankrobotics.com

UK & Ireland

Daniel Cushion

daniel.cushion@softbankrobotics.com

DACH, Israel and Romania

Selen Mostyn

selen.mostyn@softbankrobotics.com

Nordics, Finland, Italy, Spain & Portugal

John Bisgaard

john.bisgaard@softbankrobotics.com

Our tray delivery robot sales expert:

James Ravenscroft

james.ravenscroft@softbankrobotics.com

**Can I only use Keenbot T6 for food or can I use it for anything else?**

Yes you can use it to transport other items.

Keenbot T6 is currently used in the catering and hospitality sectors, but we are always interested in exploring other sectors, such as travel, senior living, healthcare, and higher education, among other sectors.

**Will I get support if I get stuck while using Keenbot T6?**

Yes, you will be able to contact your distributor or SBR via:
emeacustomer@softbankrobotics.com

**Who do I approach if I get any technical problems?**

Georgios Dagkoulis at:
georgios.dagkoulis@softbankrobotics.com

Guillaume Bally at:
guillaume.bally@softbankrobotics.com

Contact your distributor or SBR via:
emea-customer-care@softbankrobotics.com

