



# MISO ROBOTICS

<b>Document Title</b>	Miso Onsite Immersion Program
<b>Document Summary</b>	This document outlines our program in which a Miso employee works a shift at your restaurant's fry station, fostering a deeper understanding of your kitchen's unique operations, and a user-centric approach to guide future Flippy enhancements.

## Miso Onsite Immersion Program

### Purpose:

A critical part of our onboarding process involves sending a Miso employee to work a shift at one of your restaurants before Flippy is installed. This hands-on experience allows us to observe daily workflows, foster a greater understanding and empathy for your team members, and understand the nuances and challenges unique to your brand. These insights help Miso to identify brand-specific pain points and enable us to develop user-centric, targeted solutions that address your needs.

### How it Works:

- 1. Select a Location:** When selecting a location for Miso to work in, we kindly request considering a site close to our headquarters in Pasadena, CA. This simplifies logistics for our team. However, if no locations are available in that area, we are open to alternate sites. We also recommend that you choose a site based on the following:
  - a. The site is a good representation of kitchen operations at the majority of your locations
  - b. The site is a potential candidate for a Flippy to be installed
  - c. The site's AUV is at least 10% above brand average
  - d. The site experiences at least one busy rush period during the scheduled shift time
- 2. Select a Date and Time:**
  - a. We recommend scheduling Miso to work a shift that experiences both slow and busy day parts
  - b. We request that you have a team member designated to help train the Miso employee while onsite during the scheduled date and time
- 3. Share Training Materials Prior to Shift:**
  - a. Provide Miso with access to training and/or learning materials specific to the fry station. We'll review this material prior to the shift to become familiar with the tasks required so that we require minimal onsite training
- 4. Notify Miso of Specific Requirements Prior to Shift:**
  - a. Please notify our team of any logistics or requirements prior to entering the restaurant (i.e., access code, non-slip shoes, online training, waivers, etc.)
- 5. Miso Works 1 Full Shift At Your Restaurant!:**
  - a. A Miso employee will work a full shift at your selected location during the specified date and time.

### Benefits:

- **Empathy-Driven Solutions:** Hands-on experience working in your restaurant fosters a user-centric perspective within our team that will help guide design decisions for new features, and lead to better user adoption.
- **Features Designed with You in Mind:** By gaining insights into the unique intricacies of your restaurant's operations, Miso Robotics can further refine and customize Flippy's capabilities to better suit your environment.