

The Mealtime Decision Journey TM





The Consumer Decision Journey[™]

For all industries and purchase occasions



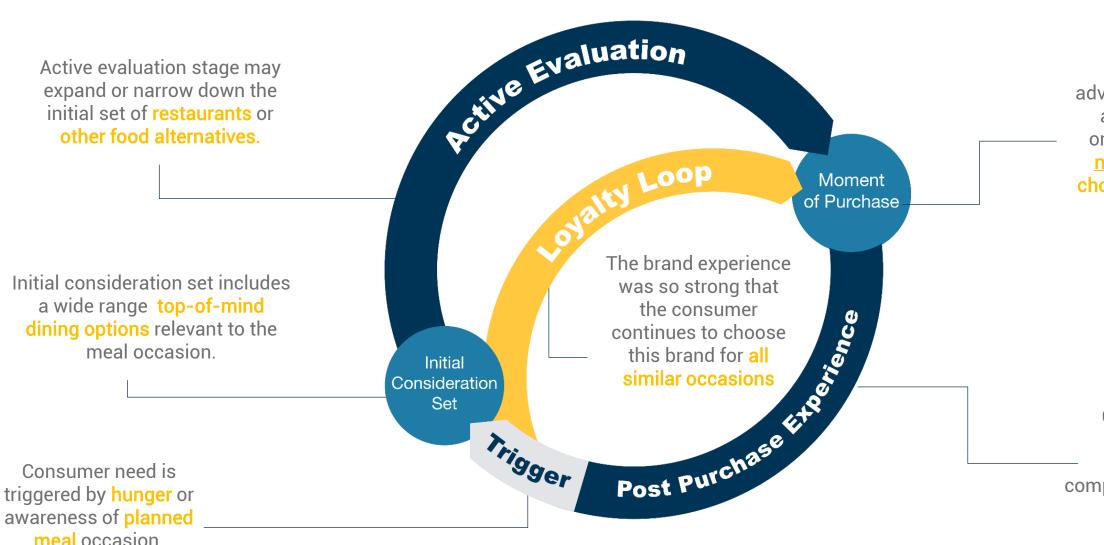
Did my marketing efforts produce a purchase moment?

Did the overall experience fulfill customer expectations?



The Consumer Decision Journey[™]

For The Restaurant Industry



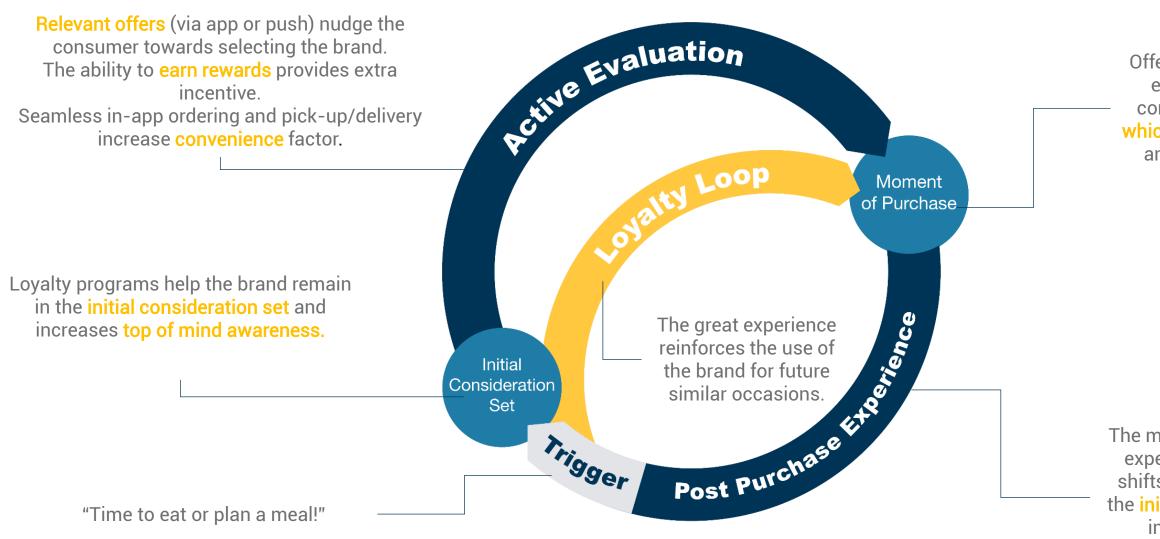
Marketing efforts, such as advertising and loyalty marketing, along with the availability of ordering and delivery channels <u>nudge</u> the consumer towards choosing a brand and selecting a product.

Consumer recall and

evaluation of overall experience and its components most relevant to the occasion.



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Offers in the brand app (or elsewhere) shape the consumer decision as to which products to purchase and via which channel.

The memory of the consumer experience after purchase shifts the brand deeper into the initial consideration set or into the loyalty loop.



