

## The Consumer Decision Journey ${ }^{\text {m }}$



## The Consumer Decision Journey ${ }^{\text {TM }}$



## The Mealtime Decision Journey ${ }^{T M}$

Relevant offers (via app or push) nudge the consumer towards selecting the brand. The ability to earn rewards provides extra incentive.
Seamless in-app ordering and pick-up/delivery increase convenience factor.

Loyalty programs help the brand remain in the initial consideration set and
increases top of mind awareness.
"Time to eat or plan a mea!!"


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.

## How Can A Loyalty Program Impact The Loyalty Loop.

Easy to locate menu, pricing and special offers


Easy ordering for delivery or takeout

Guest is aware of loyalty benefits.
App serves as a reminder

