



# Unlocking the Future: Voice-First and Touchless Interfaces

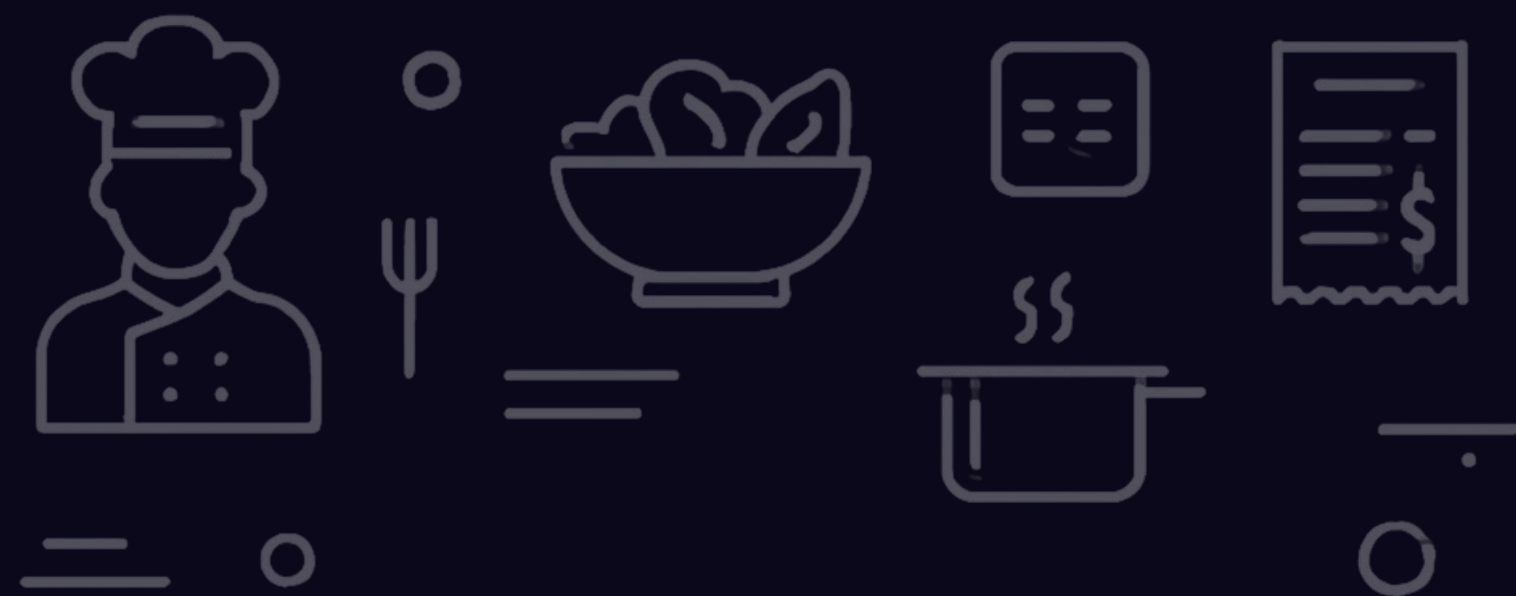
Redefining Human-Machine Interaction in Hospitality and Restaurant Service



# Agenda

- Setting the Stage: **The Problem, The Shift,** and **Why Now**
- The Opportunity: What **Voice & Touchless** Unlocks in Restaurants
- Proof & Potential: **Market Data** and **Real-World** Use Cases
- Looking Ahead: **Vision** and **Call to Action**

# Setting the Stage: The Problem, The Shift, and Why Now



## The Problem

# Current Interfaces Are Failing Modern Restaurant Environments

- **86%** of restaurant guests say ease and speed of ordering significantly impacts their experience (Square 2023 Hospitality Trends)
- Physical kiosks pose hygiene issues post-COVID
- Language barriers impact staff efficiency and customer satisfaction



The Shift

# Restaurants Are Moving Toward Touchless & Natural Interactions

- Voice commerce expected to reach **\$151B by 2025**
- Gesture recognition market growing at **20%+ CAGR**
- **60%** of consumers favor brands with voice support



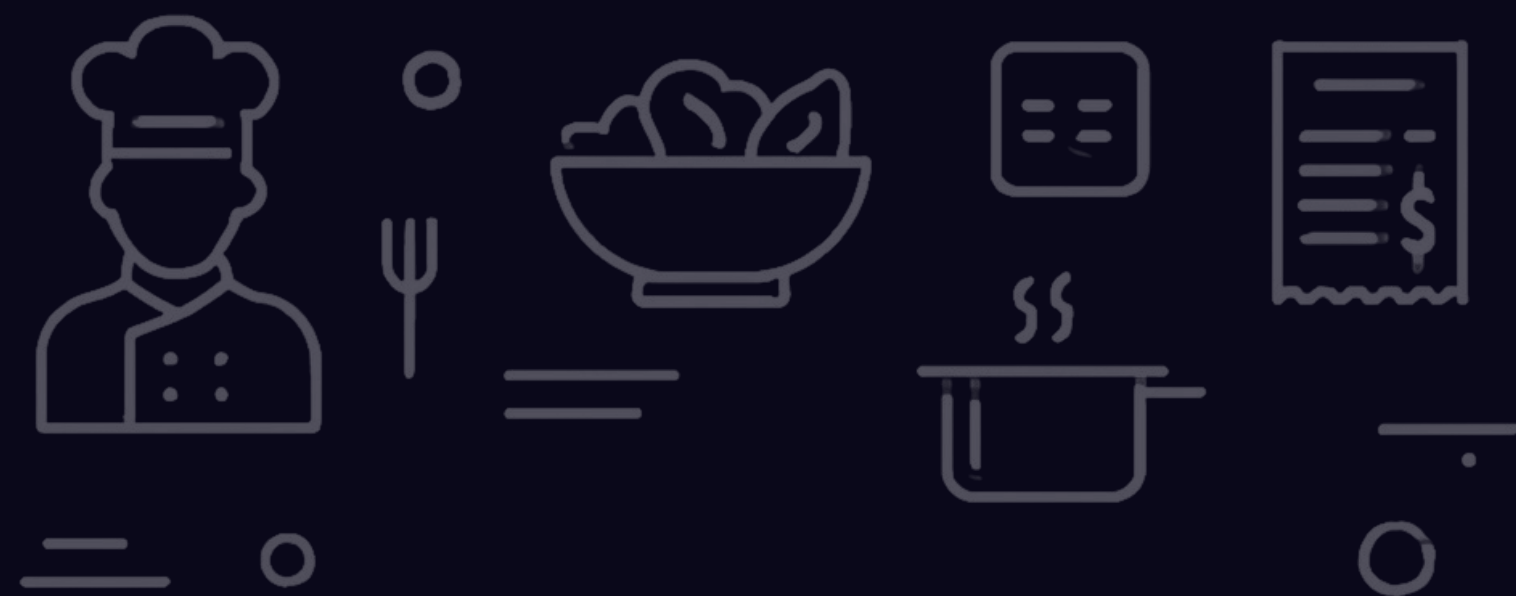
Why Now?

# Market and Tech Are Aligned for Restaurant Innovation

- AI models now understand tone, slang, and gestures
- Hygiene expectations remain high post-COVID
- Labor shortages and staff diversity create demand for multilingual and efficient tools

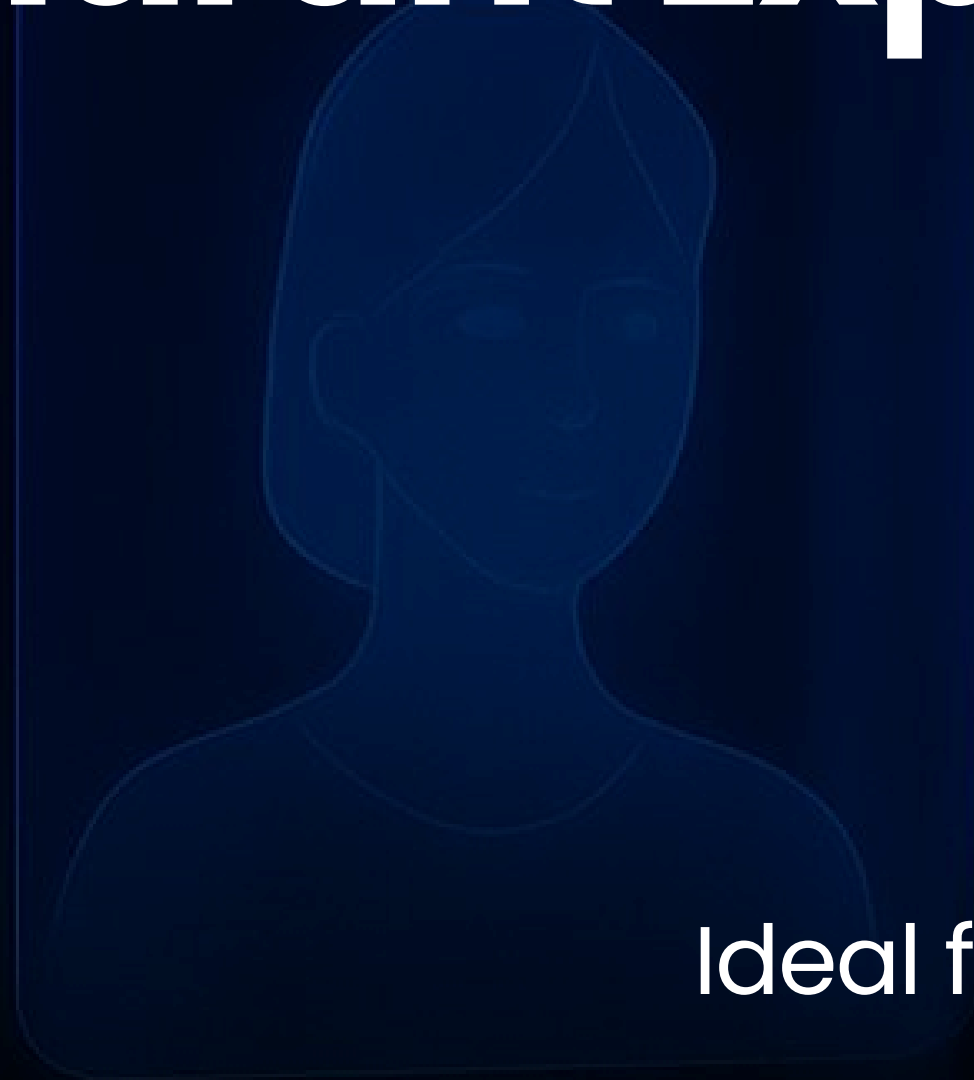


# The Opportunity: What Voice & Touchless Unlocks in Restaurants



The Opportunity

# A Seamless, Inclusive, and Efficient Restaurant Experience



## **Conversational Ordering:**

Understands tone, intent, preferences

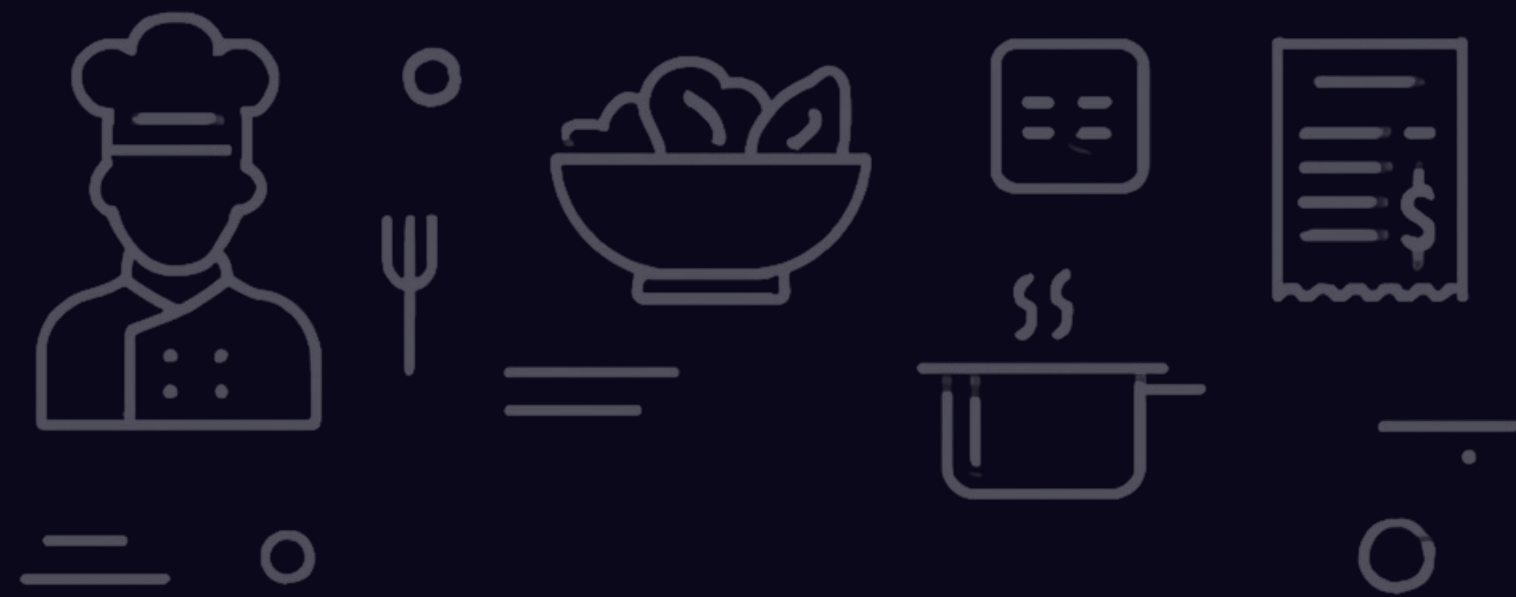
## **Gesture Recognition:**

Ideal for fast-paced or sanitary food environments

## **Multilingual Fluency:**

Removes communication friction in diverse teams and guests

# Proof & Potential: Market Data & Real-World Use Cases



Supporting Data

# The Numbers Back the Trend



## Voice Commerce

Market to grow from **\$66.5 billion** in 2024 to **\$714.5 billion** by 2034

*(Market.us)*



## Gesture Recognition

Market projected to hit **\$165.5 billion** by 2034

*(Precedence Research)*



## Consumer Sentiment

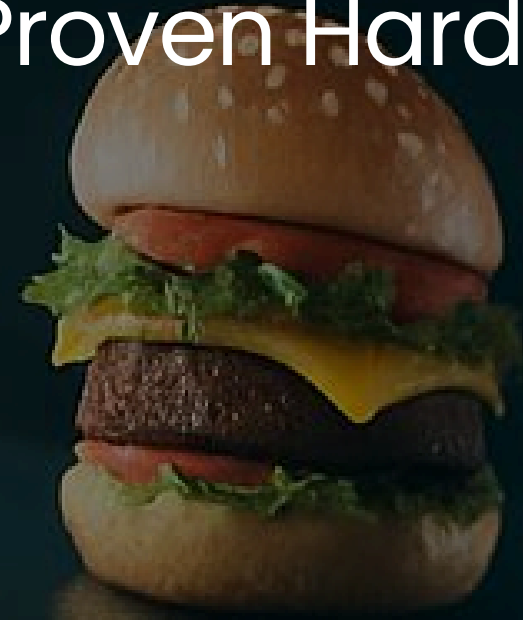
**49% of U.S. consumers** shopping via voice search in 2025

*(Insider Intelligence)*

Use Case Example

# Quick Service Restaurants (QSR)

Restaurant Applications + Proven Hardware Integration



**Guests speak naturally** to place and modify orders

**Touchless kiosks** enable fast, hygienic service

SpotOn devices support **voice-first ordering and AI-integrated POS**

Use Case Example

# Full-Service Restaurants (FSR):

Restaurant Applications + Proven Hardware Integration

**Voice-enabled** tableside ordering  
and payment

**Gesture-based** requests for refills, checks,  
or service without contact



## Example Interaction (FSR Use Case)

**Scene:** A guest finishes their drink at a full-service restaurant.

Step-by-step interactions:

### **Gesture Trigger**

The guest raises their hand and subtly rotates their wrist or holds two fingers up — a motion recognized by the AI vision system embedded in the overhead camera or tabletop sensor.

### **System Response**

The system gently flashes a soft light on the edge of the table or sends a discrete notification to the server's wearable, saying: "Table 14: Guest signaled for refill."

### **Server Acknowledgment**

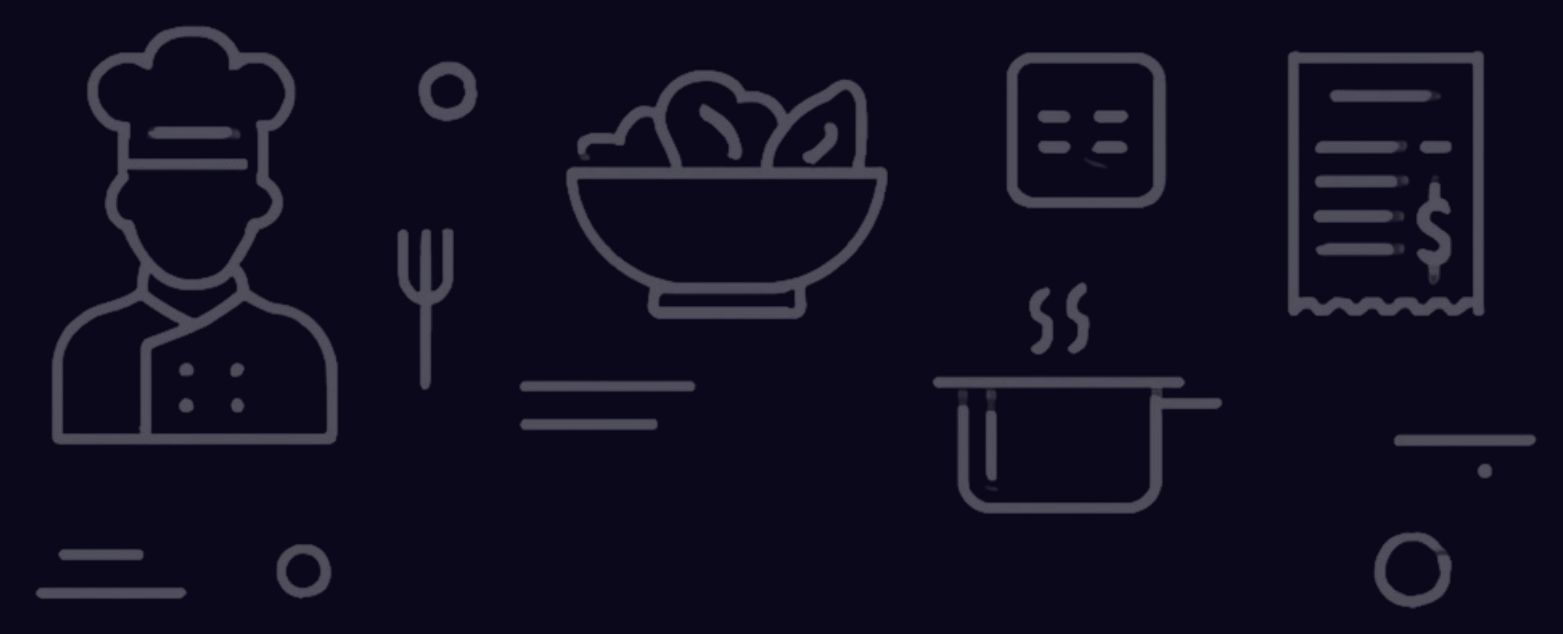
The server receives the signal on their wearable and quickly responds without the guest needing to flag them down verbally.

### **Outcome**

Beverage is delivered without interruption or delay — no menu browsing, no contact, no missed requests.



# Looking Ahead: Vision and Call to Action



The Vision

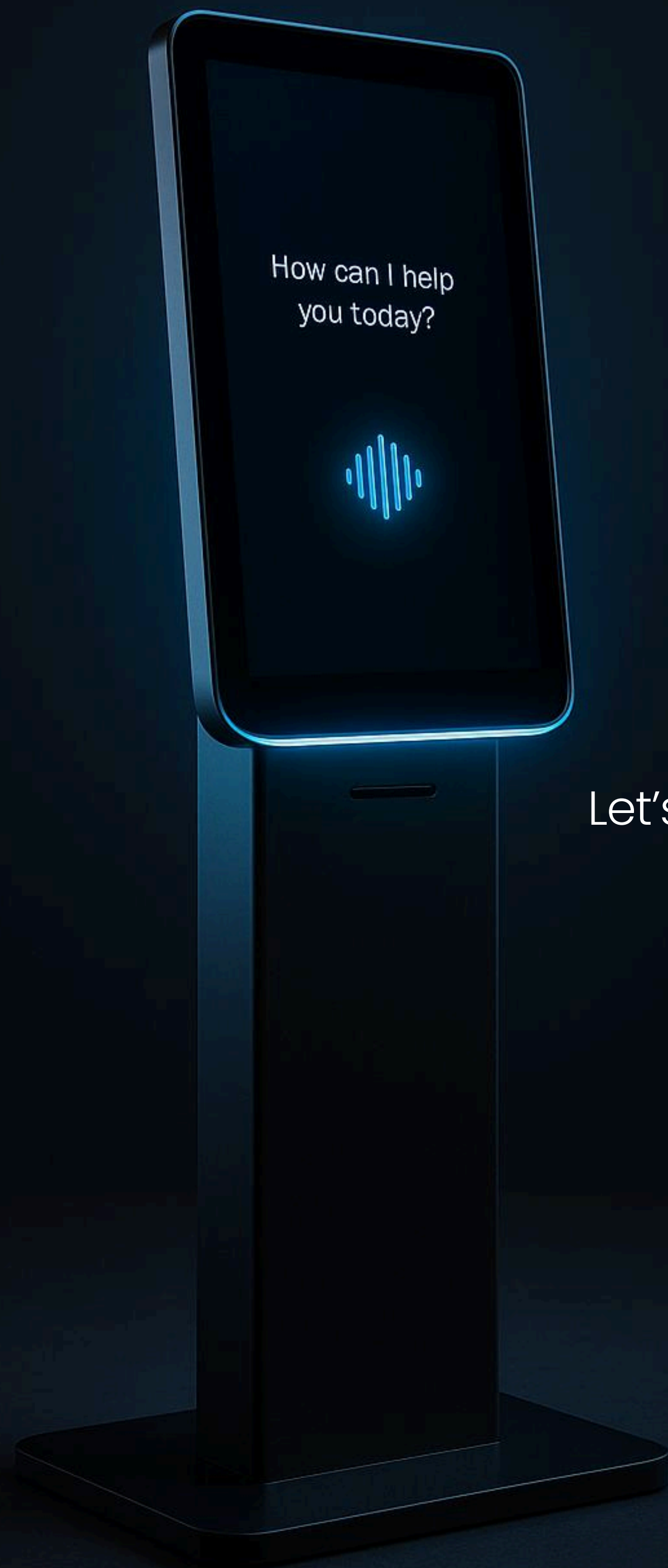
# A World Where Technology Adapts to Guests and Staff Alike

**Human-first interfaces**  
that feel natural and inclusive

**Anticipatory systems** that  
personalize hospitality

**Frictionless dining:** Speak, gesture,  
or simply sit and be served

**No language barriers and  
hands-free efficiency**



Let's Build the **Future** of Restaurant Interaction



**Thank you!**

