


## What's in store for delivery and online ordering in 2021?

From virtual restaurants to ghost kitchens, restaurants went from unusual ideas on the horizon to caption discussions to adapt and survive.





## Contactless technology

Contactless technology, such as digital menus, tableside ordering and payment apps, and self-service kiosks, will become more and more common.

# AI and automation

Smart menu boards and voice AI are finding success in reducing waiting times, increasing average order value, and cutting costs for operators.







# Omnichannel experience

For customers, it's all about convenience and an excellent experience whichever way they interact with the restaurant.





Providing **ridiculously good customer experience** plays a vital role in handling historical, global curveballs while keeping pace with everyday challenges. By incorporating vigorous training, cutting-edge tools, and hard-earned learnings, **TaskUs** can help in building customer loyalty and trust in the most uncertain times.







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