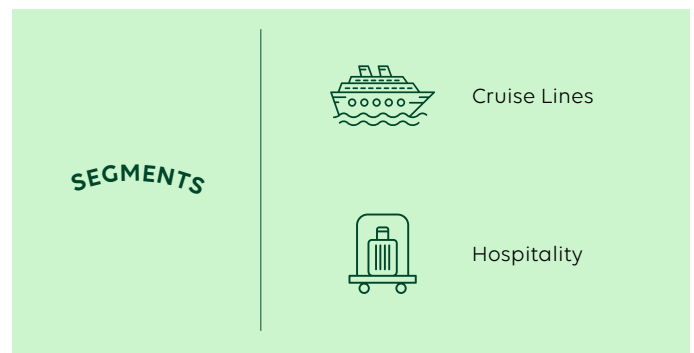




How We Enable Cruise Liners to Drastically Reduce Speed to Service

ABOUT THE COMPANY

- Luxury-class international cruise line
- Millions of passengers transported annually to hundreds of destinations
- 100+ itinerary options with varying lengths of stay
- Dining is a pillar of the brand, as experienced through its innovative F&B programs



PROBLEMS & PAIN POINTS

- ⚠ Dealt with declining net promoter scores (NPS) for select-service dining options
- ⚠ Orders suffered from inconsistency and long wait times



WONDER'S SOLUTION

- 💡 Implement our flagship pizza program to significantly shorten the speed to service and ensure consistency of the final product across every customer's order

KEY RESULTS



Reduced the time it takes to serve guests with select-service dining options by 90%



Reported improved customer satisfaction scores

WHERE ARE WE NOW?

Expanding the pizza program onboard additional ships ahead of schedule after a successful initial beta launch period