Susan Lechtanski: How are you handling cleaning kiosks when literally 60+ people might touch one single screen every single hour?
Angela Agnello: That was my question! lol The costs and management of the cleaning of the lockers. Great minds think alike!
michael weinstein: wink wink its not happening

Andy Simonsen: How do you handle integration with all the different POS systems?

Fuller Ming to NACUFs Account(Privately): Two Question for Ben: (1) Can he speak a little about the locker systems they partner with and how this is integrated; (2) Can Ben speak more about residential dining room reservations for in-dining-room seating - how does it work? Can we get the reservation data so that us technical folks can integrate into our transaction systems.

Ken Toong: Great presentation Ben. What's the ROI for mobile ordering? for example, How much organic growth in sale/revenues could result in mobile ordering?

Susan Lechtanski: With all those orders on the counter, how do you tell them apart?
Brian Grove: VT attaches the Grubhub order slip to the bag and verify at pickup. The slip has the guest name on it.

Paul Melchior: Who pays Grub Hub? second question, do you have unique production for on-line?

Iosto Puddu: can you please elaborate on the reservations system? seat reservation?? time increments? I would like to hear more details

Sara Inman: I would also like more information on the reservations system. Do we have to have a menu in place at the venue?

Jim Compeli: has the system crashed on an university due to too many orders at once?

Samantha wellman: is this USA only?

Melanie Bettenhausen: I have managers who have been doing their jobs for 30 years. How receptive are long term employees to this type of change? What tips do you have for change management?
Robert Holden: It's important how you roll it out and how you allow people on your team to provide feedback. Change is change and long term staff will need to see the advantages and you will need to reinforce that they can't just shut it off when they get busy.
Kimberle Badinelli: I highly recommend a strong communications program - even scripting - for staff and employees to talk through the process. It is critical to make sure everyone is on board with the right and consistent information. In my experience, the technology wasn't the difficulty - it was more what people knew what to say.
Brian Grove: I agree with Kimberle as well. Buy in from employees and management is a must.
Kimberle Badinelli: Thanks, Brian and Patti. Employee scrips and meetings that get the staff excited are really important. They are the ones who need to know it the best.

Paul Melchior: 100% mobile ordering? no way to walk up and order on site?
Alexandra Clancy: Is Grubhub compatible with Blackboard?

Paul Melchior: How is security of meal plan managed? i.e. loaning out meal plans to friends.
Paul Melchior: theft of id card, etc.

Michael Weinstein: What insures the safety of food between the time it leaves restaurant and arrives to consumer?

Amy Bey: How is Grub Hub billed is there a flat rate option or only sales percentage? What is the that sales percentage, is it negotiable based on volume?

Melanie Bettenhausen: We operate in a remote, rural area but serve students coming from metropolitan area. How do we bridge our own gap in knowledge about mobile ordering so we can implement something like this successfully?

Amy Bey: Is Grub hub able to accept meal plan dollars or declining balance in Blackboard?
Theodore Vaughn: @Amy - Blackboard's mobile ordering is the only way to do meal plans I believe. TIA can declining balance though.

Patricia Land: Does grub hub integrate with Transact (Blackboard)?
Thomas MacDonald: grub hub contacts blackboard thru a tia to use stored value accounts

Michael Reitman: Where can we get more information about the reservation service for all-you-care-to-eat?

Pascal Petter: Is there any basic information that can be provided about the cost to use the platform?

Katy Maher: Is it just reserving a time? but a time + food?

Ted Faulkner: Is the customer feedback module available to all customers of GrubHub

Sandy King: How does grub hub interface with meal plan programs like Cbord?
Lyle Margerum: Grubhub can integrate all meal plan tenders (Meals and DB) across all card systems (CBORD, Transact, Atrium, Heartland, etc)

Julie Sagusay: Are there fees for use applied to front end user when integrated with campus dining program?

Jim Miller: Are food lockers a realistic addition to the system in conjunction with the student pick up?

Theodore Vaughn: If Uber acquires GrubHub, does that mean all the data gets moved over to Uber?