

FOOD-ORDERING AI

IMPROVED ORDERING, INTELLIGENT OPERATIONS

Food-ordering AI can enhance meal ordering convenience for customers and operational efficiency for restaurants with: chatbots that take orders, recommendation engines that personalize suggestions, and optimization models that improve delivery times, staffing, and inventory.

DELOITTE'S ENGAGEMENT MODEL



Strategy and discovery
Data readiness and current process



Prototype and design
Menu ingestion, new process, and rules



Engineering and lab
System and data integrations



Pilot and optimization
Training and tuning



Scale and sustain
Rollout, change management, and support

19%

19% of purchases influenced by AI recommendations¹

1. [Salesforce](#)

31%

Up to 31% higher conversion rates²

2. [Adobe](#)

24/7

Demand sensing



Food-ordering AI leverages AI-driven agents to **support multi-step consumer** workflows end-to-end

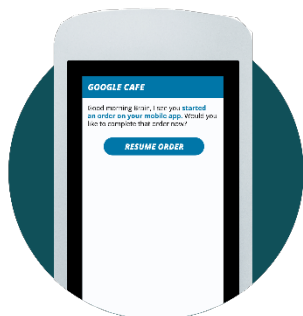


AI can turn high volumes of real-time shopper and operational data into **insights** for smarter service



Context-aware agents can **improve decisions**, such as ordering for large groups and applying discounts

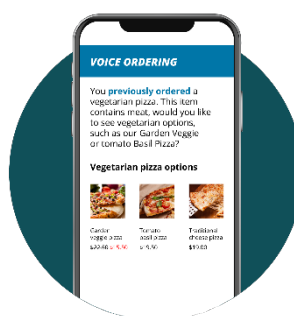
BUSINESS PROCESSES REIMAGINED WITH FOOD AI



Omnichannel,
multimodal



Contextualized
upsell + cross sell



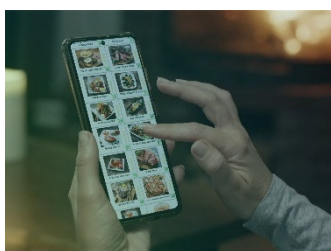
Personalized
intelligent



Industry leading
accuracy

DELOITTE OFFERS CAPABILITIES, SOLUTIONS, AND A HOLISTIC FRAMEWORK

Deloitte integrates deep industry insight, a holistic strategy, and a demonstrated transformation framework to deliver powerful food AI solutions.



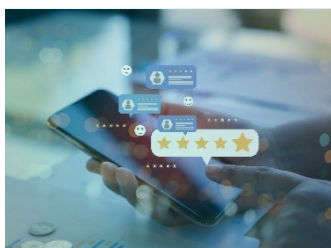
SHOPPING CONCIERGE

Reimagine **shopping assistance**, **product discovery**, and **styling at scale**. With Shopping Concierge, **agents enable faster discovery and personalized guidance**, boosting conversion and basket size while teams handle exceptions.



PRICE AND PROMOTION OPTIMIZATION

Optimize **pricing and promotion decisions** by using **demand models** and **scenario simulations**. Price and Promotion Optimization with Deloitte's ConvergeCONSUMER solution offers **practical and easy-to-implement recommendations** with full impact analysis.



CONVERGE FOR RESTAURANTS

Gain valuable, local **insights** into **guest demographics** and spending behaviors, as well as **competitor prices** and wages, translated into **actionable recommendations**. Deloitte's Converge for Restaurants solution helps you **streamline operations for faster, smarter choices**.

CONTACT THE TEAM



Christopher Danson

Deloitte Consulting LLP
Principal
cdanson@deloitte.com



Ed Lee

Deloitte Consulting LLP
Managing Director
elee@deloitte.com



Evert Gruyaert

Deloitte Consulting LLP
Principal
evgruyaert@deloitte.com



Dave Kuder

Deloitte Consulting LLP
Partner
dkuder@deloitte.com



Ryan Nicol

Google LLC
Generative AI Product Leader
rnicol@google.com

About Deloitte

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as "Deloitte Global") does not provide services to clients. In the United States, Deloitte refers to one or more of the US member firms of DTTL, their related entities that operate using the "Deloitte" name in the United States and their respective affiliates. Certain services may not be available to attest clients under the rules and regulations of public accounting. Please see www.deloitte.com/about to learn more about our global network of member firms.

This publication contains general information only and Deloitte is not, by means of this publication, rendering accounting, business, financial, investment, legal, tax, or other professional advice or services. This publication is not a substitute for such professional advice or services, nor should it be used as a basis for any decision or action that may affect your business. Before making any decision or taking any action that may affect your business, you should consult a qualified professional advisor. Deloitte shall not be responsible for any loss sustained by any person who relies on this publication.

© 2026 Deloitte Development LLC. All rights reserved.