

Providing new value in table service restaurants where people and robots work together

## Robots installed in more than 1,000 "Gusto" and "Syabu-Yo" restaurants

SKYLARK HOLDINGS CO., LTD. (Head Office: Musashino-shi, Tokyo; Chairman and CEO: Makoto Tani; TSE First Section: Stock Code: 3197, "Skylark" hereafter) is announcing that by April 2022, the company will introduce floor service robots in approximately 1,000 stores, mainly in Gusto and Syabu-Yo brands.



### 【Purpose of Robot Introduction】

**POINT. 1** Customer Satisfaction Enhancement

**POINT. 2** Better Working Environment

#### **POINT. 1** Customer Satisfaction Enhancement

**1 Reduced customer wait time (80% customer supported at test store survey)**

Improve overall service efficiency by sharing work with robots such as carrying and serving food, and clearing the tables.

**2 Enhancement of service quality**

Staff can concentrate on customer interactions which require human skills. This contributes to service quality enhancement.

**3 A pleasant and unique experience with a robot**

The cute robot's facial expressions and talk bring comfort to customers.

#### **POINT. 2** Better Working Environment

**1 More time to learn floor service operation**

Newcomers and foreign staff can focus on learning essential service skills and adjusting new work environments, this promotes workplace diversity.

**2 Workload reduction**

Reduced physical demands such as lifting and carrying heavy service trays, this contributes to more friendly work environment for senior staff.

**3 Prompt response to the mid- to-long term social issue of recruitment difficulties**

The environment and needs surrounding food service companies are changing dramatically. With the aim of achieving growth over the medium to long term, Skylark has been working to improve customer satisfaction and create a comfortable working environment for its employees by utilizing IT digital technologies, including the trial introduction of self-checkout systems in January 2017, the promotion of cashless payment from May 2019, and the installation of digital menu books in customer seats in February 2020.

Due to the COVID-19, the demands for non-contact service has been increasing. We received favorable responses to the introduction of robots from our customers with such concerns, and contributed to increase in customer retention. Skylark will provide the next generation of table service restaurants where people and robots work together, with drastically changing the conventional way of dining out.

※Questionnaire for customers at experimental stores: Conducted at 7 "Gusto" and "Syabu-Yo" stores n=1670

**【Store Information】 ※To be introduced in a total of approx. 2,000 stores by the end of 2022**

Brand	Store Count	Timing of Introduction
Syabu-Yo	All 274 stores	By April 2022 (Approx.1,000 stores)
Gusto	Approx. 700 stores	
	Approx. 600 stores	By the end of 2022 (Approx.1,000 stores)
Other brands	Approx. 400 stores	

※As of September 30, 2021

**【Company Information】**

Company Name : SKYLARK HOLDINGS CO., LTD.  
 Representative : Makoto Tani, Chairman, President & CEO  
 Business Activities : Food services and related businesses  
 Listed Market : First Section of the Tokyo Stock Exchange (TSE code 3197)  
 Group Stores : 3,108 stores including overseas location (as of September 30, 2021)

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