Momos for Feng Cha

momos | **FENG CHA**

Momos' AI-powered platform unifies Customer Service, Customer Experience, and Local Marketing—helping your team elevate guest satisfaction and drive revenue across every location.

With over 23,000 restaurants using Momos as their all-in-one growth engine, brands consistently see stronger results, including **14% more sales** per store, **40% higher lifetime value**, and a **50% increase in visit rate**. Responding to every customer is essential for improving loyalty and boosting your online presence, as Google prioritizes both review volume and quality in local search rankings.

At Momos, we've seen enterprise brands that are similar to Feng Cha's scale (50–250 locations) generate **$40K in new revenue annually per location** simply by **increasing CSAT scores by 10%.**

Momos Solutions

Review Management
Google, Facebook, Yelp, UberEats, DoorDash, Grubhub, TripAdvisor

Respond to reviews across every platform in one place. Use AI auto responses to respond to 4 & 5-star reviews with AI. 1-3 star reviews can be sent a recovery form to take the conversation private and recover the guest with an offer.
Expected outcomes: +20% online search visibility. +40% guest engagement.

Surveys
QR code surveys will be placed in every store, on receipts, and on to-go bags.

Surveys generate 2–3x more feedback. Positive responses are boosted to Google to increase your reviews, while negative feedback goes to your team so you can send an offer and win guests back.
Expected outcomes: 2x the 5-star reviews within the first 90 days. 10% CSAT lift.

Guest Recovery
Recover guests on every platform by sending them an offer.

Track the offer to redemption to understand the impact of guest recovery on your business and additional customer spend.
Expected outcome: 6x more customers recovered.

Integrations
3rd Party Delivery Revenue Recapture

Momos recovers disputed revenue on Feng Cha's behalf from UberEats, DoorDash, and GrubHub. On average, Momos sees an 85% win-back rate from 3rd Party Delivery.
Expected outcome: 85% disputed revenue won back.

Analytics
Analyze what customer sentiment across every channel.

Track guest sentiment and identify key incidents with location-specific reports delivered daily, weekly, or monthly. With the Momos mobile app, operators can respond and analyze feedback on the go.
Expected outcomes: +30% operational efficiency. +20% repeat sales and revenue.

Listings Management
Ensure the accuracy of business information and boost local SEO

Keep your name, hours of operation, phone number, payment method, address, holiday hours, up to date on Google, Apple Maps, Bing, Facebook, TripAdvisor, and Amazon Alexa.
Expected outcome: Top 4 local search results on Google.

Papa Murphy's Unlocks >$2M Revenue From Customer Recovery With Momos

Momos' AI-powered platform helped Papa Murphy's centralize review management, guest feedback, and customer recovery across all locations—automating responses, streamlining workflows, and enabling targeted recovery offers that strengthened guest satisfaction and boosted online visibility. By engaging with every customer and acting on real-time insights, Papa Murphy's improved loyalty, increased ratings, and unlocked over $2M in recovered revenue from guests who otherwise might not have returned.

They use Momos in:
- Automated Review & Feedback Management
- AI-Powered Customer Recovery Workflows
- Customer Satisfaction (CSAT) Surveys & Insights
- Operation Analytics, Dashboards, and Reporting

93.7%
CSAT
(from 73%)

54x
Google Reviews
Growth

97.7%
Review Response
Rate

>$2M
New Revenue From
Customer Recovery

> "We had worked with other big companies, but they didn't give us the personalized attention to benefit from their services. Momos offers a modern tool and a hands-on team that supports our 1,000+ locations.
>
> — Papa Murphy's Team

Trusted by Over 600 Brands Across 23,000+ Locations Worldwide