

Insights Dashboard

Network Health Overview as of August 6, 2025

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Average Rating
4.65 +0.02



Sentiment Trend
Up 3.2%
in last 30 days



New Reviews
+128
this month

Location Leaderboard

Top 3 Winning Locations

1. Piata Rosetti

Praised for "amazing staff"

4.85

+0.15
2. Academiei 17

"Florin is very nice and kind"

4.82

+0.09
3. Ion Campineanu 11

"Baristas remember choices"

4.79

+0.05

Bottom 3 Challenged Locations

1. Regina Elisabeta 9

Reports of early closing

4.12

-0.21
2. George Enescu 22

Coffee "overheated/bitter"

4.25

-0.18
3. C.A. Rosetti 20

"Not very friendly" staff

4.33

-0.11

Red Flag Alerts

Regina Elisabeta 9

by Dominik Dutka • 1 day ago

☆ 1.0

"The guy sitting inside doesn't want to serve us, he said it's closed but it's 14:30."

SERVICEOPERATIONS

Natiunile Unite 3

by Martin Vanta • 3 days ago

☆ 2.0

"The coffee was below average. The service was boring and the store seems messy."

TASTE

STAFF ATTITUDE

CLEANLINESS

Location Deep-Dive: George Enescu 22

Analyzing performance from Jul 1, 2025 - Aug 6, 2025

Overall Rating

4.25

Review Volume

22

Sentiment Trend

-0.18

Thematic Breakdown

Taste

60% Positive
40% Negative

Staff Attitude

85% Positive
15% Negative

Speed of Service

95% Positive
5% Negative

Competitor Benchmark: Taste

Comparing negative mentions of "Taste" against local competitors.

George Enescu 22	40%
Origo	5%
Ted's Coffee	15%

"Golden Nugget" Reviews

Vali LK

3.0 Rating • 2 years ago

INSIGHTFUL

"Staff is friendly and nice! - coffee feels a bit overheated - thus becoming more bitter... you can drink there daily, but you will not find this out (until you compare the taste to an identical product from any other 5-to-go franchise... it just ruins the coffee... IMHO you can easily increase decrease Presso machine temp at any moment with simple barista training..."

Daniel Son

5.0 Rating • 3 years ago

POSITIVE

"Good coffee and good prices. A little hidden, but you usually see a few people outside sipping their espresso. Being across the street from a fantastic bakery makes it a good combination."

Ana-Maria Dranga

2.0 Rating • 2 years ago

(Review with rating but no text - highlights need for text to understand issues)

Location Deep Dive

Strategic Insights & AI Analyst

Proactive suggestions generated by your AI team

Generated Insights



Location-Specific Anomaly

The AI detected an unusual pattern at a single location when compared to its peers.

Finding:

The **George Enescu 22** location has received 3 separate complaints about 'bitter' or 'overheated' coffee this quarter, a theme not present at other City Centre locations.

Suggestion:

Check the temperature calibration of the espresso machine at this location to ensure it aligns with the network standard (91-93°C).



Cross-Location Pattern

The AI identified a trend occurring across a specific category of your stores.

Finding:

Across all three **Flagship** locations, negative mentions of 'queue time' have increased by 20% in the last quarter during morning hours (8-10 AM).

Suggestion:

Review staffing levels or workflow efficiency during the morning peak at Flagship stores to reduce wait times.



Positive Outlier Detection

The AI found a location or staff member that is significantly outperforming others in a positive way.

Finding:

Ask Your AI Analyst

Which location has the most complaints about cleanliness?

Analyzing recent reviews...

Based on reviews from the last 90 days, the **Natiunile Unite 3** location has received the most negative mentions related to 'Cleanliness'.

One review noted: "The service was boring and the store seems messy."

Thanks. What's the best thing people say about Piata Rosetti?