EXPERIENCE | INDEPENDENT RESTAURANT

FROM GOOD TO GREAT: AN INDEPENDENT RESTAURANT

The 4xi approach scales down as well as up. An owner and chef led restaurant in Santiago, Chile, already well regarded, asked 4xi to help it move from good to great, applying the same experience design discipline 4xi uses for global clients.

CLIENT	LOCATION	4XI ROLE	STATUS
Independent restaurant	Santiago, Chile	Experience review	In progress

THE CHALLENGE

- Defining what great means for this restaurant.
- Seeing the guest experience as guests see it.
- A clear, prioritized path built on the owner's vision.

INSPIRATION

- The energy of an open kitchen.
- Warm materials and chef led storytelling.
- Signature drinks and dishes presented with intent.

WHAT 4XI DID

01 **DiagnostiX RVP**
Public reviews and peer benchmarks.

02 **On-site review**
Arrival to departure.

03 **Inspiration board**
What great could look like.

04 **Phased framework**
Guest, space and team.

INTENDED OUTCOMES

- **A clear picture** of where the restaurant stands today.
- **A definition of great** for this restaurant.
- **A prioritized path** to get there.

Enterprise grade insight for a single, much loved dining room: the same discipline, at the right scale.