You work in the management of a premium burger delivery restaurant that has two branches (North and South). Each branch has its own employees, who sell burgers exclusively through a delivery platform (similar to PedidosYa). Yesterday you received the following email from your boss:

From: Ramiro González <rgonzalez@gmail.com>

Subject: *problem with online reviews*

Hello, how are you?

I am writing because I have been reviewing the online opinions of our branches, and I am a bit concerned about the North branch: in recent weeks we have been receiving low ratings due to excessive delivery delays. Could you help me understand what is happening?

I attach a report prepared by my assistant to help us better understand the situation.

Based on the data in this report, I would like your view on the following points:

1. *Could you check whether the problem originates from the delivery platform?*
2. *Could it be that the North branch has more orders than the South branch, or that there has been a larger increase in the number of orders in this branch? Or are there no differences in orders between branches?*
3. *Is there anything else in the report that you find relevant for understanding what is happening?*

Please substantiate your answers well, since I plan to share this diagnosis with other team members.

Finally, according to your analysis, ***what would you suggest we do to solve this problem?***

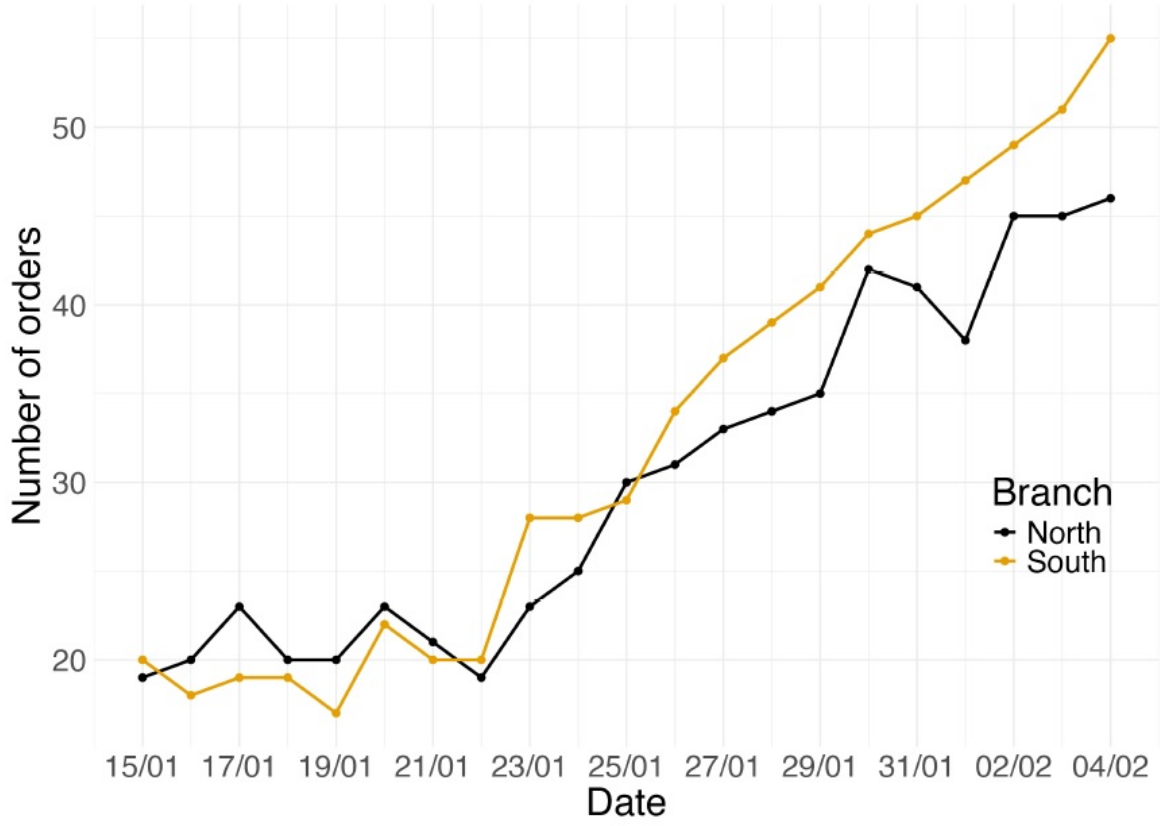
Best regards,

Ramiro

Attached report

Summary of the problem: In recent weeks, the North branch has been receiving low ratings due to excessive delivery delays.

1) Daily number of orders in the last three weeks in the North and South branches:



2) Information on preparation and delivery times for each branch in the last two weeks (provided by the delivery platform):

South Branch

- Average order acceptance time: 9 minutes
- Average preparation time at the restaurant: 18 minutes
- Average delivery time (from handover to the courier until delivery to the customer): 13 minutes

North Branch

- Average order acceptance time: 10 minutes
- Average preparation time in the restaurant: 29 minutes
- Average delivery time (from handover to the courier until delivery to the customer): 15 minutes

3) Number of employees and their average tenure in each branch:

	North Branch		South Branch	
	Number of Employees	**Average Tenure (months)**	**Number of Employees**	**Average Tenure (months)**
Grill staff	2	0.5	2	4
Assembly staff	4	12	3	5
Cleaning staff	6	15	7	7
Total	**12**	**11.6**	**12**	**6**

Next Steps

Write an email below with your response to Ramiro