

The Great Debate

Humans vs. Robots in the Workplace



Robot Pizzeria



Do you think that a *robot* could make pizza better than a *human*?

[Video: Zume Pizza in Mountain View, California](#)

Collecting Evidence

In Support of Zume Pizza

The Great Debate: Robots vs. Humans

These Two Silicon Valley Pizza Places Show The Challenges Posed By Automation And Inequality

Comparing two nearby restaurants—a chain founded in 1959 and a new, robot-made pizza company—illustrates the complex issues facing 21st-century businesses.



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If you ask Collins what differentiates Zume, she would say it's their proprietary technology. The first is their patented "Cooking en Route" system. In the morning, a machine learning algorithm takes into account historical data, weather, and zeitgeisty events like a *Game of Thrones* premiere to predict customer demand for the day. After prep, the pizzas are partially baked at Zume's brick-and-mortar shop in Mountain View and then transported to a network of mobile food trucks across Silicon Valley. When a customer places an order through the Zume app, software determines the most efficient truck to activate, and the pizzas finish cooking in mobile ovens on the way to the customer's home.

Zume's other claim to fame is their pizzaiolos: Pepe, Giorgio, Marta, Bruno, and Vincenzo, a team of anthropomorphized robots that work alongside prep cooks to roll out the dough, sauce, and bake the pizzas at Zume HQ. The Zume kitchen can churn out 372 pizzas per hour.

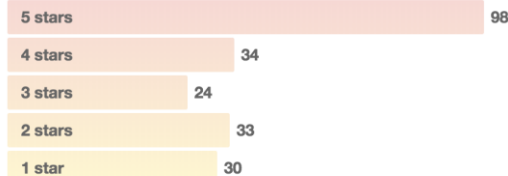
Collecting Evidence

Against Zume Pizza

The Great Debate: Robots vs. Humans

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Kevin F.
Menlo Park, CA
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★★★★★ 7/27/2017

TLDR: typical Silicon Valley hubris - they forgot to hire anyone good at making pizzas.

I really want to like Zume pizza, taking a 21st century approach towards optimizing a pizza is very much an endeavor that I would like to support. However, in all the buzz of their engineering innovations they apparently forgot to hire anyone who understood how to make a pizza. They make the very typical mistake of amateur pizza makers - assuming it's all in the crust.

Their crust is genuinely not bad for a fast food pizza that arrives within 20 minutes (which miraculously managed to be made, cooked, and arrive cold within this time window). Unfortunately, the rest of the pizza was bland and tasted like a frozen pizza. Just using expensive toppings by no means ensures a high quality product! For example, they are most likely using pre-shredded cheese coated in a starch, that congeals into a plastic mass after cooking. With all their 'innovation' they should be able to figure out how to shred mozzarella on demand. (Alex, if you happen by some chance to be using block mozzarella, you really need to switch to a cheese that has the proper moisture/fat content to avoid the embarrassment on top of your crusts.) Finally, a pizza is tied together by the sauce - their pizzas barely have any sauce, so I can't really even tell if it's good or not. Probably not if the cheese is any indication.

Again, love the concept and really hope Zume can have a product that matches the awesomeness of the delivery and production method - I will happily change my review when the product has been improved.

Jon A. and 17 others voted for this review



Collecting Evidence

Do Zume Pizza's robots improve the pizza-making and delivery experience?

<i>Totally!</i>	<i>No Way!</i>
• Zume's robots are more efficient than human pizza-makers and can make 372 pizzas per hour. (Fast Company)	• About 40% of Yelp reviews are under 4 stars and some complain that the company is too focused on engineering and not focused enough on the quality of the pizza. (Kevin F, Yelp)

The Great Debate Question

How do you feel about robots entering the workforce? Excited? Fearful?
Something else entirely?

I will argue against
giving robots jobs!



I will argue in
support of giving
robots jobs!

