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# CLOSURE REPORT :

# Tablet Rollout.

# Project Summary

Sauce and spoon aims to launch a table top tablet for customers to order from. They of the project is to decrease the average table turn time and average waiting time while increasing revenue and average customer served per day.

# Methodology

The project included agile framework for most part of the projects while some parts of the project included waterfall method like wiring for the tablet first and then installing the tablets to be ready for use.

# Results

Performance Baseline:

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| --- | --- | --- | --- |
|  | **Planned** | **Actual** | **Notes** |
| **Actual Project Schedule vs Planned** | Launch on Apr. 23 | Launched on Apr. 23 | We were able to launch on the day we wanted, but had to accelerate our tasks due to delays |
| **Actual Project Cost vs Planned** | Training materials and fees: $10,000  Hardware and software implementation across locations: $3,500  Maintenance (IT fees): $5,000  Updated website and menu design fee: $5,000  Other customization fees: $550 | Training materials and fees: $7,486  Hardware and software implementation across locations: $3,600 annually  Maintenance (IT fees): $0 (included with hardware order subscription)  Updated website and menu design fee: $4,250  Other customization fees: $578 | Overall, we nearly matched our budget |
| **Planned Scope vs Delivered Scope** | Install tablets at two restaurant locations  Launch at the beginning of Q2 (April 1)  Create a plan for how to train staff on the new system | Physically installed tablets at two restaurant locations via electrician  Added menus, coupons, branding, and additional content to tablets  Integrated tablets with POS system  Negotiated with tablet vendor over timing  Created a plan for training  Managed waitstaff expectations and concerns  Trained BOH and FOH  Created system for maintenance/locking  Implemented system of surveying and measuring customer satisfaction | We didn’t realize how many moving pieces we were going to encounter |

**Key Accomplishments:**

* 74% of the customer were more than satisfied with the use of tablets for ordering.
* 82% of the customer found the checkout process to be quick, easy and secure.
* Tickets ran smooth and back of the kitchen staff found it easy to handle.
* Table turn time reduced by 30 minutes
* We have reduced the food wastage by 25% which was our initial goal.
* We have increased the daily guest count at the downtown location by 20% which exceeded our initial goal of 10%.

# Lessons Learned

* The order was still not being produced correctly as 28% of the customer reviewed
* The experience with the tablets was initially included some glitch but gradually they were reduced to less than 5%.
* Initially the tablet interface proved to be slightly tough to handle so we switched to a more user friendly interface which was liked by the customers.

# Next Steps :

* Continue staff training to sustain faster table turns and high service quality.
* Maintain pre-service tablet testing to keep tech issues under 5%.
* Work with kitchen staff to reduce incorrect orders and maintain 25% food waste reduction.
* Track performance metrics (turn time, guest count, checkout time) for 3–6 months.
* Document lessons learned to guide future projects.

# Project Documentation Archive

Project Charter: <https://docs.google.com/document/d/13I8V7evFt_eqdWSRrUSaZ4FVrmjngQoUF-MX5Pe3EGs/edit?tab=t.0>

Project Plan: [https://docs.google.com/spreadsheets/d/1\_ZqT\_Wg9\_UGFiTlO6FK\_Vm\_UIw\_1vzo\_dLQd2aRxcFA/edit?gid=1283498854#gid=1283498854](https://docs.google.com/spreadsheets/d/1_ZqT_Wg9_UGFiTlO6FK_Vm_UIw_1vzo_dLQd2aRxcFA/edit?gid=1283498854" \l "gid=1283498854)

Evaluation Presentation: [https://docs.google.com/presentation/d/1m-b2DBR8LNHlXXxUh4yWURwQGNeAX2dnvx-xNkVNfGc/edit?slide=id.gbe8aa0f6e7\_0\_26#slide=id.gbe8aa0f6e7\_0\_26](https://docs.google.com/presentation/d/1m-b2DBR8LNHlXXxUh4yWURwQGNeAX2dnvx-xNkVNfGc/edit?slide=id.gbe8aa0f6e7_0_26" \l "slide=id.gbe8aa0f6e7_0_26)