|  |  |
| --- | --- |
|  | **Closeout Report:**  **Tablet Rollout`** |

# Project Summary

Sauce & Spoon is implementing a tablet-based system at each table to enhance customer satisfaction and overall business performance. Key goals include a 28% increase in annual sales, 20% improved customer retention, and a 30-minute reduction in table turn time by June. The project covers staff training, tablet installation, and waste reduction, aiming to streamline operations and boost profitability. Success metrics include improved customer satisfaction, efficient service, increased profits, and a 25% reduction in food waste. The budget of $50,550 encompasses training, hardware/software, maintenance, website/menu updates, and customization.

# Methodology

Combined approach is used in this project that may integrate aspects of traditional project management and agile methodology.

# Results

Performance Baseline:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **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:

* Successful installation and operation of tablets at every restaurant table.
* Achieved and exceeded the goal of reducing table turn time by 30 minutes.
* Increased daily guest count by 20% at the Downtown location.
* Addressed navigation issues by switching to a simpler layout based on guest feedback
* Reduced food waste by 25%.
* Achieved the goal of less than 5% of customers reporting technical issues with tablets weekly.
* Enhanced messaging around payment options for greater clarity.
* Exceeded the goal of reducing food waste by 25%.
* Met and surpassed the goal of increasing annual sales by 28%.

# Lessons Learned

* The project team recognized the need for ongoing adjustments and improvements based on feedback and survey results to meet objectives and enhance customer satisfaction.
* Adapting to guest feedback regarding tablet navigation highlighted the importance of a simple and intuitive design for user engagement.
* Recognizing the communication gap between front-of-house and back-of-house staff emphasized the need for better understanding and collaboration to deliver a seamless customer experience.
* Implementing a pre-service testing checklist proved effective in identifying and addressing technical issues, ensuring a smoother customer experience.

# Next Steps

* Analyze customer feedback for insights.
* Refine the tablet system based on reported issues.
* Enhance training programs for staff.
* Optimize kitchen operations to reduce inaccuracies.
* Strengthen communication between front and back of house.
* Use positive feedback for marketing and promotion

# Project Documentation Archive

* Project proposal
* Project charter
* Project plan
* Evaluation findings presentation