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

# Project Summary

* Rollout of the tablets at the two locations.

# Methodology

* They used a agile approach they there was a lot of communication between the teams, they made some changes prior to test launch, seems to be short sprints with changes being made in between them.

# 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: $30,000  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:

* Good feedback from customers
* Reduce table time by 30 mins
* Average check out time stayed at 1 minute
* less than 5% of customers reporting tech issues each week
* Reduce food wastage by 25%

# Lessons Learned

* Trouble with navigation, so we switched the layout, they find it much simpler now.
* Clearer communication for cash payments

# Next Steps

* Continue to reduce the amount of incorrect orders

# Project Documentation Archive

* [link the project proposal]
* [link the project charter]
* [link the project plan]
* [link the evaluation findings presentation]