



# Closeout Report: Tablet Rollout

## Project Summary

The Sauce & Spoon Menu Tablet Rollout project was designed to modernize the guest ordering and payment process at pilot restaurant locations by introducing digital menu tablets. The objectives were to improve efficiency, reduce errors, and enhance the overall customer experience while aligning with the company's digital transformation strategy.

### Success Criteria Achieved:

- Reduce table turn time
- Improve checkout speed
- Enhance order accuracy and minimize food waste
- Gather customer feedback to inform future rollouts

The project successfully delivered on its goals, resulting in a **30-minute reduction in table turn time**, a **20% increase in daily guest count at one location**, and a **25% reduction in food waste**. Guests rated the experience highly, with **72% reporting Good or Great satisfaction**, and technical issues were reduced to under **5% of users per week** after improvements.

## Methodology

The project used a **hybrid project management approach**:

- **Traditional Project Planning**

- Proposal, charter, and project plan guided initial rollout.
- Procurement, training material creation, and POS integration were managed in structured phases.

- **Agile-Inspired Iterations**

- Adjustments were made after the test launch using survey insights.
- Improvements included simplified tablet navigation, clearer payment messaging, and staff retraining.
- Weekly check-ins and continuous feedback loops allowed rapid issue resolution.

This blended approach provided structure while allowing flexibility to respond to customer and staff feedback.

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## Results

Performance Baseline:

	Planned	Actual	Notes
<b>Actual Project Schedule vs Planned</b>	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
<b>Actual Project Cost vs Planned</b>	Training materials and fees: \$10,000 Hardware and software	Training materials and fees: \$7,486 Hardware and software	Overall, we nearly matched our budget

	<p>implementation across locations: \$3,500        Maintenance (IT fees): \$5,000        Updated website and menu design fee: \$5,000        Other customization fees: \$550</p>	<p>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</p>	
<b>Planned Scope vs Delivered Scope</b>	<p>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</p>	<p>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</p>	<p>We didn't realize how many moving pieces we were going to encounter</p>

## Key Accomplishments:

### Efficiency

- Table turn time reduced by **30 minutes**.
- Checkout process consistently under **1 minute**.

### ● Business Impact

- Daily guest count increased by **20%** at the Downtown location (goal was 10%).

- Food waste is reduced by **25%**.
- **Customer Satisfaction**
  - 72% rated the tablet experience *Good* or *Great*.
  - 82% agreed checkout was quick, easy, and secure.
- **Reliability & Engagement**
  - Technical glitches reduced to under **5%** per week.
  - 78% signed up for the newsletter via tablets.

The project not only achieved but exceeded its performance goals.

## Lessons Learned

### What Went Well

- Iterative changes after the pilot improved guest satisfaction.
- Manager involvement boosted results (e.g., guest count increases).
- Real-time survey feedback was essential for quick course corrections.

### What Didn't Go Well

- The initial tablet navigation design confused some guests.
- Kitchen errors affected order accuracy during early rollout.
- The cash payment process was not communicated clearly at first.

### Unforeseen Insights

- Staff pacing and attentiveness contributed as much to reducing table time as the tablets themselves.
- Guests prefer flexibility: 30% want a hybrid of waiter and tablet ordering.

## **Processes to Improve**

- Pre-service testing should always be done to catch tech issues.
- Training needs to be more hands-on to ensure staff confidence before launch.

## **Next Steps**

### **Ongoing Maintenance**

- Continue pre-service testing of tablets.
- Regular software and POS updates.
- Monitor survey feedback after each rollout.

### **Open Action Items**

- Improve kitchen workflows to further reduce order errors.
- Reassess the Birthday Club promotion (low adoption at 16%).
- Standardize training kits for future locations.

### **Risks**

- Customer frustration if order accuracy or cash payment options are not addressed.
- Inconsistent staff training could reduce efficiency gains in future rollouts.

### **Ownership**

- Project ownership transitions to **Molly Edwards (Project Manager)**.
- Recommendations: maintain strong manager involvement, emphasize hybrid guest service, and prioritize feedback-driven iteration.

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## Project Documentation Archive

- [\[link the project proposal\]](#)
- [project charter](#)
- [\[link the project plan\]](#)
- [\[link the evaluation findings presentation\]](#)