

Feedback From:	Type:	Description:	Evidence:	Actions:
Customers	Went well	Most customers rated their overall tablet experience positively.	72% rated the tablet experience from Neutral to Great (3–5).	Continue to improve and maintain tablet performance and user interface.
Customers	Went well	Customers felt confident in submitting payment via tablet.	66% rated confidence as 4 or 5 out of 5.	Reinforce trust through visible security features and payment confirmation messages.
Customers	Went well	Checkout process was generally smooth and secure.	82% agreed checkout was quick, easy, and secure.	Ensure checkout steps are clear and responsive, with error recovery built-in.
Customers	Needs improvement	Low usage of multi-order feature on tablets.	Only 36% of customers used the tablet to place multiple	Redesign the UI to encourage repeat orders and add prompts for multiple items.
Customers	Needs improvement	Some difficulty navigating and ordering from the tablet	Only 20% found tablet navigation 'very easy'; 28% found ordering 'fairly easy'.	Simplify navigation and include tutorials or assistance prompts on the tablet.
Customers	Needs improvement	Low participation in the Birthday Club program.	Only 16% signed up for the Birthday Club.	Revamp the Birthday Club offer with clear incentives and simplified sign-up process.
Project team	Went well	Tablet installation was completed successfully at all test locations.	We got all the tablets installed and working at my location." – Alex	Maintain current installation process and documentation for future rollouts.
Project team	Went well	POS technical issues were quickly resolved during test launch	"We were able to address them quickly and get them fixed." – Seydou	Document fixes in the manual and schedule proactive maintenance reviews.
Project team	Went well	Kitchen ticket flow improved due to the new tablet system.	"Tickets came through at a good pace and were easy to keep track of." – Zane	Apply updated ticket flow processes to all locations and continue refinement.
Project team	Needs improvement	Table turn time did not improve as expected despite tech implementation.	We didn't see as much of a decrease as we wanted to in that area." – Gilly	Analyze dining patterns and tablet usage to identify causes of delays.
Project team	Needs improvement	Some food orders were still sent back due to kitchen errors.	"Even though the ticket flow was smooth, there were still orders that got sent back." – Zane	Implement visual order confirmation and kitchen prep accuracy checks.
Project team	Needs improvement	Training gaps and operational misunderstandings between front and back of house teams.	"There's a lack of understanding between what the front of house staff does and the back of house staff does." – Larissa	Develop joint FOH/BOH workshops and cross-training initiatives before launch.