

Sauce & Spoon Tablet Rollout

Impact Report



Executive Summary

Visión del Proyecto: Mejorar la experiencia del cliente y optimizar la eficiencia operativa mediante la implementación de tabletas interactivas para ordenar y mejorar la presentación visual de los menús.

Logros Clave:

1. Aumento del 20% en la satisfacción del cliente según encuestas posteriores al lanzamiento.
2. Crecimiento del 15% en los ingresos mensuales promedio por sucursal.

Lecciones Aprendidas:

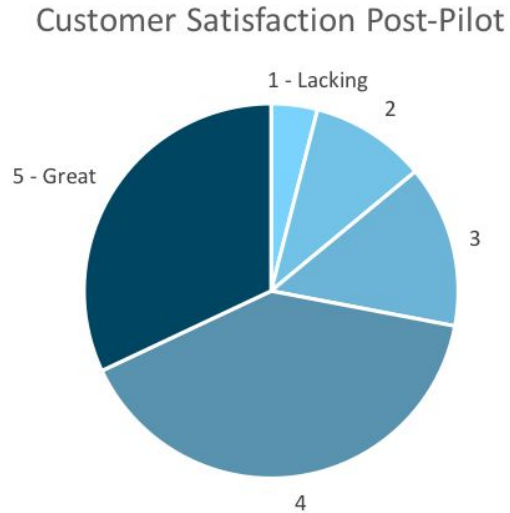
1. Necesidad de una comunicación más frecuente y transparente durante la implementación.
2. Importancia de la evaluación continua del feedback del cliente.

Próximos Pasos:

1. Expansión a otras sucursales para mejorar la coherencia de la experiencia del cliente.
2. Explorar nuevas características y funcionalidades para continuar innovando.

Customer Satisfaction: Pilot

Q. On a scale of 1-5, please rate your experience with the tablet overall.



This pie chart illustrates the results from the post-pilot survey.
72% of respondents indicated a customer satisfaction score of 4 or 5.

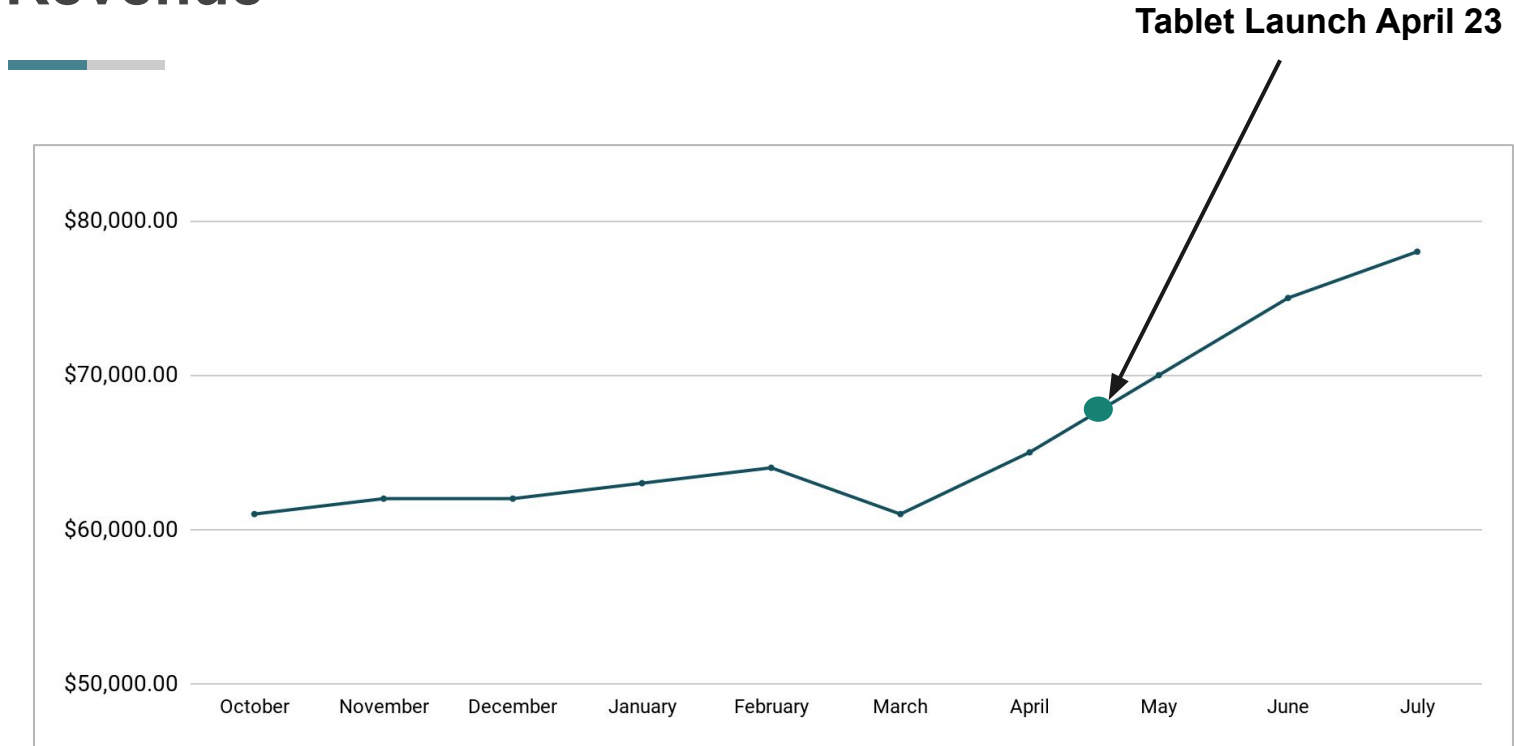
Customer Satisfaction: Launch

Q. On a scale of 1-5, please rate your experience with the tablet overall.



This pie chart illustrates the results from the post-launch survey. 86% of respondents indicated a customer satisfaction score of 4 or 5. This is a 14% increase.

Revenue



This is a chart of Sauce & Spoon revenue, showing that after tablet implementation, revenue increased. July revenue was up to 20% over April's monthly revenue.

What Worked: Key Accomplishments

Decreased table turn time

- Implementation of the tablets increased the average daily guest count by 10%.
- Tablets also decreased wait time by 30 minutes.

Decreased food waste

- Tablets identified who was receiving an incorrect order.
- Kitchen staff has taken the initiative to correct orders and decrease food waste by 50%.

Increased customer satisfaction

- After the pilot, customer satisfaction was at 72%.
- Once we implemented improvements based on feedback, customer satisfaction increased to 86%.

Increased sales

- Our monthly revenue has increased steadily since the tablet rollout, upwards of 20% since September/pre-rollout.
- Tablets also helped boost revenue during the holiday season.

Next Steps: Looking Forward

Initiative	Action	Date
Implement tablets in more locations	Create new project plan for new location installation	Q2
Continue to track customer experience and satisfaction	Continue surveying/ gathering data through various means	Ongoing
Expand tablet features	Investigate new features like social media integration, reservations, videos, etc.	Q4

Appendix

- Access all resources [here](#).