**Milestone 4 Team Evaluation – Business Buccaneers**

Milestone four was challenging for the group due to the changes and adjustments we needed to make based on the critical feedback we received from the class and visitors. We realized we had been too focused on the points and were steering away from the focus of guest retention. The quick-minute pitch that [Richard O'Dor](http://www.ecu.edu/cs-bus/faculty/odorr.cfm) requested from Will last milestone presentation really brought the problems to light and provided a different outlook on the project. We immediately held a team meeting and adjusted our plan and got to work. Less focus on the meals and what was not selling (trying to upsell non-popular items), and more focus on the guest experience and their enjoyment of the restaurant became our primary focus as it should have been all along.

This new focus required that we get to work and backtrack a little on the work we had already done. As a team, we each devoted more time to the project to ensure that we provided a better view of the system and the focus on guest retention. The newly updated system has proven to be a positive change and we feel it was greatly received by all.