# **Closeout Report: Tabletop Tablets**

# Project Summary

* Implement a fully integrated tablet system located at the bar area of XYZ Company North and XYZ Company Downtown to offer guests a seamless ordering experience.

# Methodology

* The traditional waterfall approach was to manage the team and project.

# 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: $36,000 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:

* Resolve trouble with the navigation on the table menu, simplify the layout
* reduce turn time by 30 minutes by training, and having waitstaff be more aware of guest pacing, therefore shorter wait time for tables in the lobby,
* checkout time has remained at one minute or less
* fewer than 5% of customers reporting tech issues
* increased daily guest count by 20% (our goal was 10%)
* reduce food waste by 50%

# Lessons Learned

* According to the survey, customers accept the tablet experience, but still need some degree of customization
* Maintaining good communication between “front of house” and “back of house” helps improve the efficiency of the overall restaurant, including reducing the incorrect orders.

# Next Steps

* Plan to roll out tablets at other locations
* Continue to improve order accuracy
* Continue to survey and solicit feedback from guests

# Project Documentation Archive

* The projects proposal
* The project charters
* The project plan
* The evaluation findings presentation