



# Closeout Report: Tablet Rollout

## Project Summary

- Sauce and Spoon have launched the tablet rollout project, which was pretty successful. We did manage to reduce turn time by 30 minutes. We also accomplished quicker turns means shorter wait times for tables and the average tablet checkout time has stayed at one minute or less.

## Methodology

- Alex got the waitstaff at the Downtown location to reduce table turn time and has already increased the daily guest count by 20% (our goal was 10%). Gilly is getting used to new ways of doing things, but she's always positive and focused on what's going to create a great experience for the customer.

## 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	Training materials and fees: \$7,486 Hardware and software implementation across	Overall, we nearly matched our budget

	locations: \$3,500 Maintenance (IT fees): \$5,000 Updated website and menu design fee: \$5,000 Other customization fees: \$550	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	
<b>Planned Scope vs Delivered Scope</b>	<p>Install tablets at two restaurant locations</p> <p>Launch at the beginning of Q2 (April 1)</p> <p>Create a plan for how to train staff on the new system</p>	<p>Physically installed tablets at two restaurant locations via an electrician</p> <p>Added menus, coupons, branding, and additional content to tablets</p> <p>Integrated tablets with POS system</p> <p>Negotiated with tablet vendor over timing</p> <p>Created a plan for training</p> <p>Managed waitstaff expectations and concerns</p> <p>Trained BOH and FOH</p> <p>Created system for maintenance/locking</p> <p>Implemented a 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:

- Launch the pilot project on time and within budget
- Installation of tablets at two restaurant locations
- Reduces table turnover rates by 30 minutes
- Integrated tablets with existing POS System
- Trained BOH and FOH
- Reduced food waste by 25%

### Lessons Learned

- Surveys and feedback help so much for a successful project

## Next Steps

- Plan to roll out tablets at other locations
- Continue to improve order accuracy

## Project Documentation Archive

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