

Sauce & Spoon Tablet Rollout

Impact Report



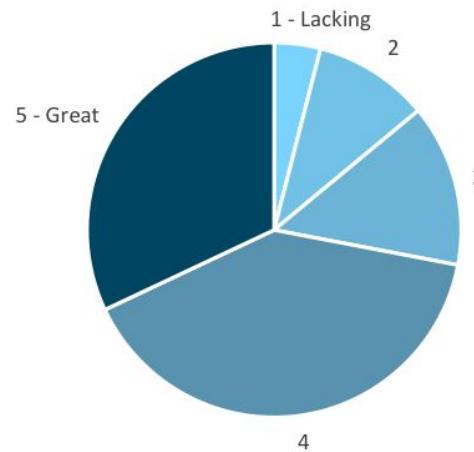
Executive Summary

- **Project vision:** boosting profitability via digital integration of tabletops menus to optimize operational efficiency
- **Key achievements:** 20% revenue increase and reduced food waste by 50% through synchronized FOH/BOH workflows.
- **Lessons learned:** the pilot identified a need for earlier staff training and better cash-payment integration.
- **Next steps:** the high ROI justifies a full-scale rollout to all Sauce & Spoon locations and to expand tablet features

Customer Satisfaction: Pilot

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

Customer Satisfaction Post-Pilot

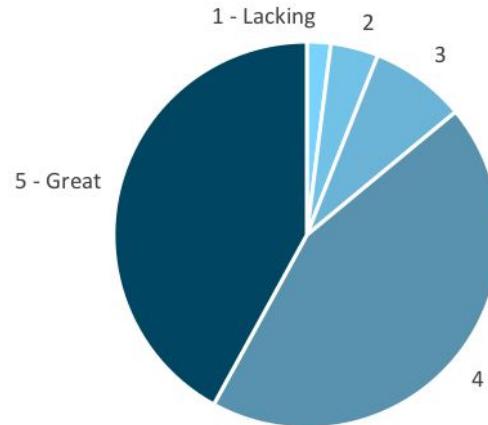


This pie chart illustrates the results from the post-pilot survey.
72% of respondents indicated a customer satisfaction score of 4 or 5.

Customer Satisfaction: Launch

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

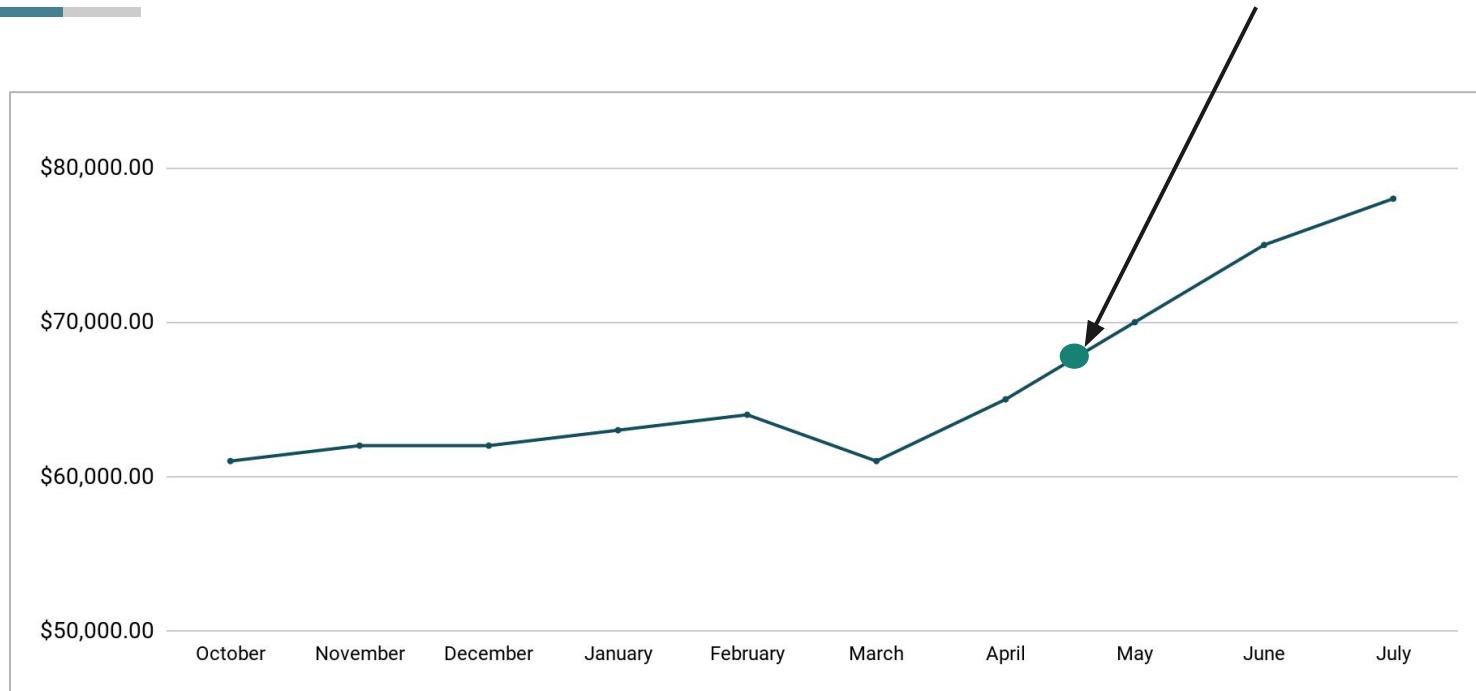
Customer Satisfaction Post-Launch



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

Tablet Launch April 23



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](#).