



Closeout Report: Tablet Rollout

Project Summary

- We successfully launched the pilot for tabletop menu tablets in Downtown and North locations. The initiative is designed to streamline the ordering process by diminishing human errors and is projected to reduce table turn times, speed up service and minimize food waste.

Methodology

- Our team used hybrid Waterfall/Agile frameworks by combining a traditional documenting process and sequential task planning with fluid communication between teams and stakeholders.

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: \$3,500 Maintenance (IT fees): \$5,000 Updated website and	Training materials and fees: \$7,486 Hardware and software implementation across locations: \$3,600 annually Maintenance (IT fees): \$0 (included with hardware order subscription)	Overall, we nearly matched our budget

	menu design fee: \$5,000 Other customization fees: \$550	Updated website and menu design fee: \$4,250 Other customization fees: \$578	
Planned Scope vs Delivered Scope	<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 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 system of surveying and measuring customer satisfaction</p>	We didn't realize how many moving pieces we were going to encounter

Key Accomplishments:

- **Achieved on-schedule launching** at both locations, with high customer acceptance rates for the tabletop menus.
- **Met our 30 min-table turn time target** while simultaneously **reducing customer wait times** by 10 min.
- **Increased daily guest counts** at downtown location **by 20%**, doubling the initial performance target of 10%!
- **Minimized technical issues**, with **less than 5% of customers reporting** malfunction following the implementation of pre-service testing checklist.
- **Reduced food waste by 25%** through enhanced coordination between FOH and BOH staff

Lessons Learned

- The pilot test and subsequent customer service survey proved invaluable in identifying

- errors and refining our strategy to enhance the overall customer experience.
- Despite faster order dispatch, initially table turn times were not decreasing as expected. To overcome this, we've reinforced waitstaff training to help them manage the guest pacing.
 - We did not interpret our customer's needs correctly regarding payment methods and tablet usability. We overcame these issues by clarifying the payment options accepted by the tablets, simplifying the process for cash payments and redesigning the tablets layout.
 - Some issues did not stem from the tablets themselves but from a misalignment in FOH/BOH communication. By conducting workshops, encouraging participation, and reminding our teams of our shared objective -providing an exceptional customer experience- we successfully overcame these challenges

Next Steps

- Continue to improve and reinforce waitstaff training
- Keep tracking feedback by customer surveys to help redirect our actions
- Our new hire, Molly Edwards, will help Peta with the tablets rollout at the remaining locations.

Project Documentation Archive

- [link the project proposal]
- [link the project charter]
- [link the project plan]
- [link the evaluation findings presentation]