|  | **Closeout Report:**  **Tablet Rollout`** |
| --- | --- |

# Project Summary

* Roll out a tablet program at two locations featuring the bar as the testing site for a potential restaurant-wide rollout.

# Methodology

* Waterfall is the methodology adapted as many steps during the project required completion prior to moving on to the next step(i.e. Buying tablets,installing tablets, training staff to use the tablets).

# 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 menu design fee: $5,000  Other customization fees: $550 | Training materials and fees: $7,486  Hardware and software implementation across 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 | 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:

* Successful rollout of the tablet system at 2 locations
* Order accuracy and turn time improved by 30 minutes
* Increased daily guest count by 20%
* Reduced food waste by 25%
* Less than 5% issues with customers at POS

# Lessons Learned

* Training Staff all at once proved to be too heavy of a transition, recommended to break the training into groups.
* Ensure vacation days are accounted for in planning rollout to mitigate delays.

# Next Steps

* Monitor food-returns to ensure quality does not regress
* Address customer concerns about navigating the tablet menu
* Ensure management of the tablet via IT has proper training.

# Project Documentation Archive

* Project Proposal
* https://docs.google.com/document/d/1K0\_04Onpfzh0q8c4TV3Al3KrLWERHqqFfPpN4c2ztuA/edit?usp=sharing
* Project Charter

https://docs.google.com/document/d/13azSaLshILiQqjuqLHyRan4zTWh-NU\_Uep8L0CMzNcg/edit

* Project Plan

https://docs.google.com/spreadsheets/d/13rkcyOFwWgZ-J8uwBjdhknRQ\_ff1696FklWtEzGkPB0/edit?usp=sharing&resourcekey=0-\_3h2y-LktR37yraFBWOXDA

* Project Findings

https://docs.google.com/presentation/d/1pueQGPqxAoaaU7FP21UQleWlqOPvT9eEE8fORmQrNho/edit#slide=id.gbe8aa0f6e7\_0\_26