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

# Project Summary

* Our plan was to launch a pilot rollout of tabletop menu tablets at two of our Sauce & Spoon restaurant locations to assist customers with quick,easy ordering options.In order to increase customers,facilitate ordering & decrease table turn time.

# Methodology

* We used waterfall approach for linear milestones such as tablets ordering & installation, and agile approach for dynamic milestones the staff training & launch.

# Results

Performance Baseline:

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|  | **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:

* Installed & launched tablets at our two locations.
* Reduced turn time by 30 minutes.
* Reduced wait times for tables.
* Confirmed that the average tablet checkout time has stayed at one minute or less.
* less than 5% of customers reporting tech issues each week,
* Reduce food waste by 25%.
* Increased daily guest count by 20%

# Lessons Learned

* Our guests seemed to have some trouble with the tablet navigation, so we switched to a layout that they've found much simpler.
* Through training and getting waitstaff to be more aware of guest pacing.we managed to reduce table turn time.
* Resolving communication problems helped us reduce food waste.

# 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

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