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

# Project Summary

Sauce & Spoon plans to launch a pilot rollout of tabletop tablet menus in the **bar sections** of two out of five Sauce & Spoon restaurant locations of - **North** and **Downtown**. The project will speed up service, reduce table turn time, improve ordering accuracy, and serve more guests. It will also provide clear data points to track metrics in order to ensure customer satisfaction and sustainable growth. The key success metrics include -

* Increase average daily guest count by 10% by EOY
* Decrease average table turn time by approximately 30 minutes by EOY.
* Decrease customer checkout time by 10% in the first six weeks after implementation.
* Increase in appetizer sales by 15% by EOY
* Cut food waste and send-back comps by 25% by EOY
* Increase customer satisfaction by 95% by EOY
* Implement menu tablets by the start by the start of Q2 in April

# Methodology

We used a waterfall approach for the implementation of the project but used an agile approach for the design & maintenance of the tablets as well as Staff training

# 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:

* We met and exceeded our goals although this was after improvements were made following the test launch
* Although our guests seemed to have some trouble with the navigation, we switched to a layout they find much simpler and so we were able to improve their customer experience with navigating the tablet.
* Guests and waitstaff are both adjusting to the tablets, and we’ve had some good feedback from guests.
* The issue we had of not reaching our objective of reducing table time was resolved via retraining the waitstaff to be more aware of guest pacing, so we reduced table turn time by 30 mins
* We were able to clarify on “cards only” the messaging around payment options
* The issue with the glitchy tablets for cash payments was resolved during the pre-service testing to ensure less than 5% reports of technical issues

# Lessons Learned

* With the agile approach we employed, we were able to make improvements on the tablet usage
* We are keeping positive and learning new ways of doing things while focusing on creating a great experience for the customer
* The electrician and the Terrific tablets did a great job with installing the tablets and designing the tablets respectively and we should continue using them.

# Next Steps

* Continue to track performance and usage of the tablets
* Monitor seasonal shifts in the area and consider offering discounts to increase sales during slower months.
* Continue to survey and solicit feedback from guests
* Plan to roll out tablets at other locations
* Continue to improve order accuracy

# Project Documentation Archive

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