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

# Project Summary

* Sauce & Spoon is planning a pilot launch of tabletop menu tablets at two restaurant locations: Sauce & Spoon North and Sauce & Spoon Downtown. The project scope includes selecting the appropriate tablets and vendors, updating the menu with new features, training staff, and installing the tablets specifically in the bar areas of both locations. The rollout is scheduled for early Q2 (April) and will be evaluated through the end of June to assess its effectiveness.
* Key Success Metrics:  
  ○ Achieve a 25% reduction in food waste by the end of June  
  ○ Lower table turn time by 30 minutes by June, helping reduce overall guest wait times  
  ○ Boost average daily guest count by 10% by the end of June  
  ○ Grow appetizer sales by 15%, improving the overall product mix  
  ○ Raise the average check total from $65 to $75 by increasing sales of appetizers and beverages  
  ○ Maintain average ticket times of 8 minutes for appetizers and 12–15 minutes for entrées  
  ○ Keep tablet checkout time to one minute or less  
  ○ Ensure less than 5% of tablet users report technical issues weekly  
  ○ Reach 98% order accuracy through the tablets  
  ○ Keep average wait time for seating under 10 minutes

# Methodology

* The project followed a Waterfall methodology, but incorporated Agile principles—such as staying adaptable to change and maintaining flexibility with both the timeline and budget.

# Results

Performance Baseline:

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|  | **Planned** | **Actual** | **Notes** |
| **Actual Project Schedule vs Planned** | Launch on 23 Feb, 25 | Launched on 28 Feb, 25 | We successfully launched on our target date, but had to accelerate several tasks to make up for earlier delays. |
| **Actual Project Cost vs Planned** | Training materials and associated fees: $10,000  Hardware and software implementation across both locations: $30,000  Ongoing IT maintenance and support: $5,000  Website and menu design updates: $5,000  Additional customization costs: $550 | Training materials and fees: $7,486  Hardware and software implementation (annual cost across locations): $3,600  Maintenance (IT support): $0 – included in hardware subscription  Website and menu design updates: $4,250  Other customization fees: $578 | Overall, the project remained nearly on budget, with only minimal variance |
| **Planned Scope vs Delivered Scope** | Install tablets at two designated restaurant locations Initiate the rollout on April 1, marking the start of Q2 Develop a comprehensive staff training plan for using the new tablet system | Tablets were physically installed at two restaurant locations with the help of an electrician Menus, coupons, branding, and other content were added to the tablets Tablets were successfully integrated with the existing POS system Negotiated rollout timing and details with the tablet vendor Developed a structured training plan for staff Addressed and managed waitstaff expectations and concerns Conducted training sessions for both front-of-house (FOH) and back-of-house (BOH) teams Created a system for tablet maintenance and security (e.g., locking) Implemented a process for surveying customers and tracking satisfaction metrics | The complexity of the rollout was greater than anticipated, with more moving pieces than initially expected. |

Key Accomplishments:

* Reduced average table wait time to under 10 minutes
* Decreased table turn time by 30 minutes
* Maintained average tablet checkout time at one minute or less
* Fewer than 5% of customers reported technical issues weekly
* Increased daily guest count by over 20% at the Downtown location

# Lessons Learned

* Initial feedback showed guests struggled with tablet navigation, so we updated to a more user-friendly layout.
* Reducing table turn time was a challenge at first, but after targeted training with general managers and improved staff awareness of guest pacing, we achieved the 30-minute reduction goal.
* The cash payment process continued to cause frustration, so we addressed it by adding more registers and retraining staff to improve speed and efficiency.

# Next Steps

* Develop a strategic plan for expanding the tablet rollout to all Sauce & Spoon locations
* Maintain regular monitoring and updates for currently installed tablets
* Focus on increasing guest count by over 20% at the Riverfront location
* Keep improving order accuracy across all locations
* Continue distributing surveys and collecting guest feedback for ongoing improvements

# Project Documentation Archive

* [Retrospective review](https://docs.google.com/spreadsheets/u/0/d/1Z-En846L60xD8lzs58aZ2T0ewWmX3251KfPEndMRgeU/edit)

● Stakeholder Analysis  
● Project charter  
● Project plan  
● Evaluation findings presentation