

# Sauce & Spoon Tablet Rollout

Impact Report



# Executive Summary

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The project's aim was to roll-out Tablets for ordering to increase customer satisfaction by giving faster more accurate service. The selected area was the bar section and the locations selected for this pilot were downtown and waterfront restaurants. We partnered with terrific tablets. We received seamless support from the team of terrific tablets with few glitches which were handled without affecting project deadlines or budget much. Teams at both the locations cooperated well and got onboard with this change with great enthusiasm. We did one round of test runs calling friends and family. Gathered survey results and after analysis of the same we did make some improvements in the original plan.

We did not account for the issue of handling cash before test run which should have been identified well in advance. For this we could in future conduct more detailed analysis and quality check of all workflows involved in new tech. Also planning did lack accounting for leave plans which was later updated. Which we can be more alert about in future.

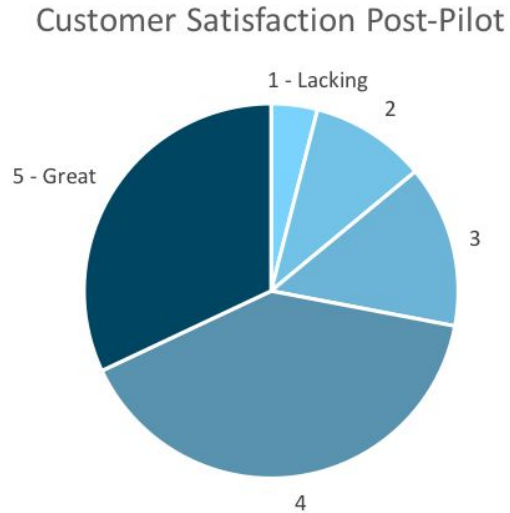
With all working well at the end we can say that we were able to achieve our goals of

- reducing table turn time by 30 minutes
- increase order accuracy to 95%
- checkout process limited to under 1 min
- Overall satisfied customers with an average rating of 4.5.

Next steps would be to continue gathering more feedback and keep updating existing workflows. Extend use of these tablets to other locations.

# Customer Satisfaction: Pilot

**Q. On a scale of 1-5, please rate your experience with the tablet overall.**



This pie chart illustrates the results from the post-pilot survey.  
72% of respondents indicated a customer satisfaction score of 4 or 5.

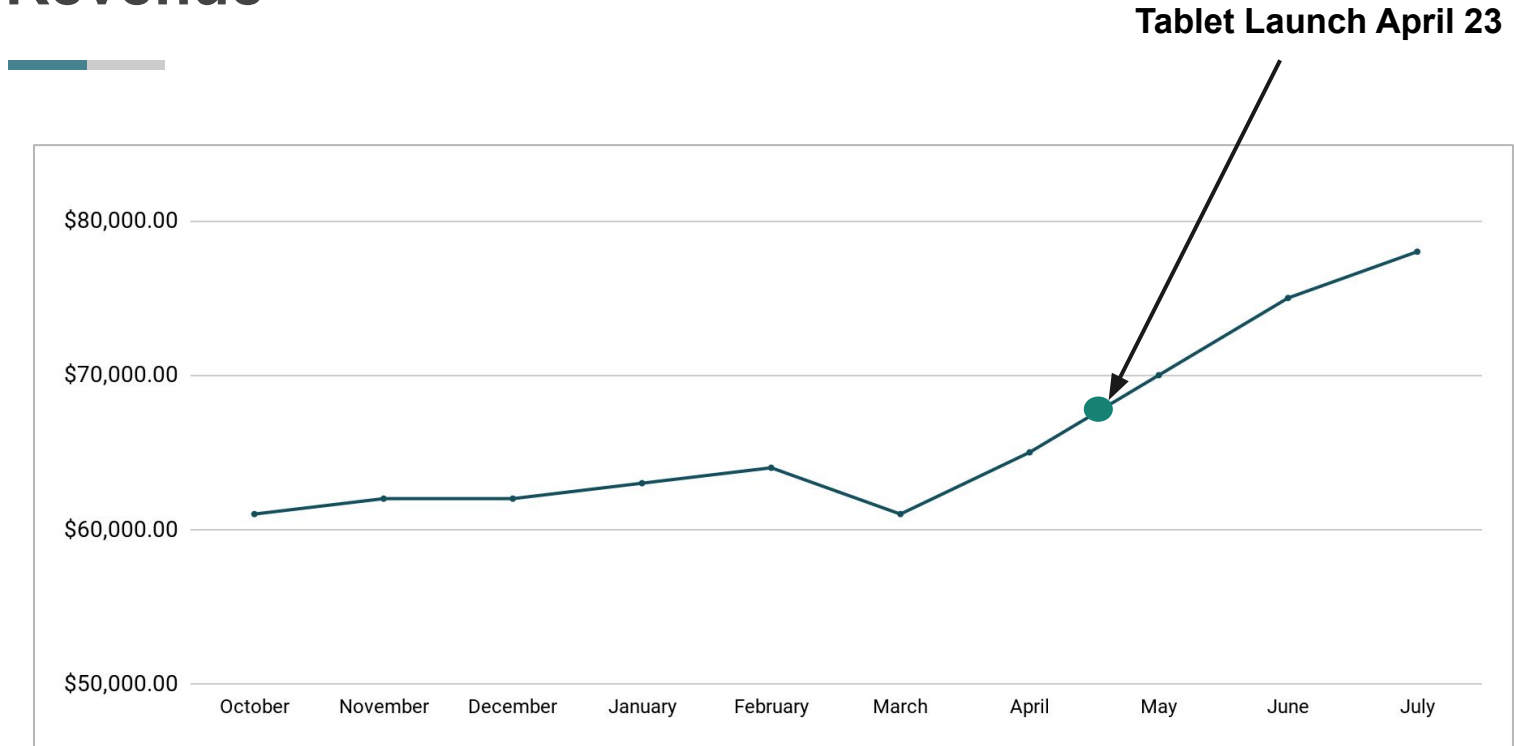
# Customer Satisfaction: Launch

**Q. On a scale of 1-5, please rate your experience with the tablet overall.**



This pie chart illustrates the results from the post-launch survey. 86% of respondents indicated a customer satisfaction score of 4 or 5. This is a 14% increase.

# Revenue



This is a chart of Sauce & Spoon revenue, showing that after tablet implementation, revenue increased. July revenue was up to 20% over April's monthly revenue.

# What Worked: Key Accomplishments

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## Decreased table turn time

- Implementation of the tablets increased the average daily guest count by 10%.
- Tablets also decreased wait time by 30 minutes.

## Decreased food waste

- Tablets identified who was receiving an incorrect order.
- Kitchen staff has taken the initiative to correct orders and decrease food waste by 50%.

## Increased customer satisfaction

- After the pilot, customer satisfaction was at 72%.
- Once we implemented improvements based on feedback, customer satisfaction increased to 86%.

## Increased sales

- Our monthly revenue has increased steadily since the tablet rollout, upwards of 20% since September/pre-rollout.
- Tablets also helped boost revenue during the holiday season.

# Next Steps: Looking Forward

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Initiative	Action	Date
Implement tablets in more locations	Create new project plan for new location installation	Q2
Continue to track customer experience and satisfaction	Continue surveying/ gathering data through various means	Ongoing
Expand tablet features	Investigate new features like social media integration, reservations, videos, etc.	Q4

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# Appendix

- Access all resources [here](#).