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

# Project Summary

* This project ran a pilot program to install tabletop menu tablets to assist customers with quick, easy ordering options at Downtown and North restaurant locations in the bar section.
* The desired results were reducing average turn table time by 30mins, reduce food waste by 25%, increase daily guest count by 10%, increase average check value to $75 and provide good experience to customers with seamless tablet operations.

# Methodology

* For tablets, we used Waterfall method and for roll out and improvements, we use Agile
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* Until the test launch for Menu Tablets, the Waterfall method was used. Survey was taken after the test launch. The Agile methodology was used to incorporate customer feedback and service improvement from the survey analysis.

# 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: $30,000  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:

* Reduced average table turn time by 30 minutes which meant shorter wait times for tables (under 10mins).
* The average tablet checkout time has stayed at one minute or less.
* Less than 5% of customers reported technical issues using tablets.
* Increase in daily guest count by 20% (goal was 10%).
* Reduced food wastage by 25%.
* User friendly tablet interface for navigation and usage.

# Lessons Learned

* Project accomplishments get better with iterations and continuous improvements as well as by incorporating feedback.
* Ask the right questions.
* Effectively communicating with project team at different locations to address problems as per the location and using triple constraint model to have expected accomplishments.
* Weekly calls with vendors helped to stay on track and clarify task dependencies, keeping updated process manuals to find solutions easily when any technical issues with the tablets come up.
* The tablets accepted only card payments. This created an issue for customers who wanted to pay by cash. So, streamlined the process for customers to pay cash by adding more cash registers and training staff on this issue.
* Noticing that our customers were having some problems navigating, we changed to a layout that they found considerably simpler.

# Next Steps

* To roll out menu tablets in other sections and locations.
* To improve order accuracy.
* Continuously monitor tablets usage until high accuracy is met.
* Continue to survey and solicit feedback from customers.
* Expand tablet features.

# Project Documentation Archive

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