|  | **Closeout Report:**  **Tablet Rollout`** |
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# Project Summary

* The Sauce & Spoon menu tablet rollout project aimed to improve the dining experience by using tablets for ordering and payment. The main goals included reducing table turn time, improving order accuracy, and decreasing food waste. The project’s final deliverable met the desired outcomes, including a 30-minute reduction in table turn time, simpler tablet navigation, and improved customer experience.

# Methodology

* The project used a hybrid approach combining traditional project management processes for planning (project proposal, project charter) with agile principles for feedback and iteration. Adjustments were made based on guest feedback from the test launch and customer survey.

# Results

Performance Baseline:

|  | **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:

* Reduced table turn time by 30 minutes (goal met)
* Improved tablet navigation and simplified checkout
* Reduced food waste by 25%
* Guests were 82% confident in using the tablets
* Customers are 47% more likely to recommend the restaurant
* Daily guest count increased by 20% (goal was 10%)

# Lessons Learned

* Effective training for staff improved guest experiences
* Clearer messaging about payment methods reduced confusion
* Pre-service testing checklist reduced tech issues to less than 5%
* Some customers had initial difficulty with tablet navigation
* Kitchen staff errors impacted order accuracy, highlighting the need for kitchen staff involvement in future iterations

# Next Steps

* Roll out tablets at other locations
* Continue to survey guests for feedback
* Continue to improve order accuracy and kitchen processes
* Ongoing maintenance: pre-service testing of tablets
* Molly Edwards will own the project for future rollouts

# Project Documentation Archive

* Project proposal
* Project charter
* Project plan
* Evaluation findings presentation