Hello Deanna, hoping all is well.

I just want to keep you up to date with the results from our Tablet Pilot launch. While we are seeing success in many areas, we have identified one area of concern that we can quickly fix with immediate results!

In the survey it was addressed that customers paying by cash found their experienced unnecessarily extended. Gilly was able to produce a fantastic solution which involves adding an additional till with a standalone tablet in the kitchen area for waitstaff to access. In conjunction to this having front of house notify the kitchen with table number upon customers being seated on whether they are paying by cash.

To ensure success, I propose ordering one additional tablet per location, which will impact the project budget. Although I have already requested a budget adjustment for the launch photoshoot, this change is crucial. With 10% of our customers paying by cash, resolving this issue is a high priority to maintain our 4.5-star rating on review platforms.

I have already contacted our vendor and they have agreed to a one-off price of $200 per tablet with a negotiable price on subscription going forward when we expand to future sites. Please let me know what you think of this suggestion, and I am always open to alternative ideas!

Best regards, Peta