**Close out Report**

**Project Summary**

The Sauce & Spoon Tablet Rollout Project aimed to enhance the dining experience by introducing tablet menus in the bar section of our restaurants. This initiative was designed to streamline operations, improve order accuracy, and provide a modern, interactive experience for our guests. Due to positive feedback and operational success, there is a request to expand the rollout to all dining sections.

**Methodology**

We adopted a waterfall approach with agile components to ensure a structured yet flexible project execution. The waterfall method allowed us to follow a clear, sequential process, while agile elements enabled us to adapt to changes and incorporate feedback throughout the project lifecycle.

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**Results**

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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: $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 + One-off fee of $400 for 2 more tablets before new tablet agreement was imposed  Maintenance (IT fees): $0 (included with hardware order subscription)  Updated website and menu design fee: $4,250  Other customization fees: $578  Additional $500 for photography | 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  Out of scope photography session approved by Dianna and Omar – return on investment for full scale role out  Out of scope additional tablets – return on investment considering operational standards for future sites.  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 |

**Lessons Learned**

* **Flexibility is Crucial**: Incorporating agile components allowed us to adapt to unforeseen challenges and stakeholder feedback effectively.
* **Stakeholder Communication**: Regular updates and clear communication with stakeholders were essential in managing expectations and ensuring project alignment.
* **Budget Management**: Monitoring and adjusting the budget for additional costs, such as the photography session and extra tablets, was critical to staying on track.

**Next Steps**

* **Full Rollout Consideration**: Evaluate the feasibility and potential risks of expanding the tablet rollout to all dining sections. Consider a phased approach to mitigate operational risks.
* **Continuous Improvement**: Gather ongoing feedback from staff and guests to refine the tablet system and address any issues promptly.
* **Training and Support**: Provide additional training for staff to ensure they are comfortable with the new system and can assist guests effectively.