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

# Project Summary

The tablet test launch aimed to modernize the dining experience by integrating tablet-based ordering and checkout across select restaurant locations. The project intended to improve order accuracy, reduce table turn times, enhance customer satisfaction, and streamline kitchen operations. The pilot was successfully implemented at both the Downtown and North locations.

# Methodology

 **Implementation**: Tablets were installed and rolled out at two test locations.

 **Training**: Front-of-house and back-of-house staff received tablet usage training.

 **Monitoring**: Weekly calls were held with vendors and internal teams to track progress.

 **Customer Feedback**: A survey collected quantitative and qualitative feedback on user experience.

 **Retrospective Review**: A post-launch meeting was conducted with key stakeholders to discuss performance and gather insights.

# 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:

**From Customer Survey:**

* 78% of customers signed up for the newsletter using the tablets.
* Customers reported the checkout process was quick, easy, and secure.
* A majority found the tablets intuitive and easy to use.

**From Retrospective Review:**

* Tablet implementation was completed at both locations without major delays.
* Guests adapted quickly to using the tablets.
* Kitchen staff found ticket flow improved, making orders easier to track.

# Lessons Learned

* **Operational Inefficiencies**: Internal operational issues emerged during implementation, affecting task execution.
* **Limited Table Turn Time Impact**: Despite smooth ordering and food delivery, table turn times didn’t improve as expected.
* **Order Accuracy Concerns**: Some orders were still sent back, suggesting lingering issues with communication or clarity.
* **Staff Training Gaps**: The need for more comprehensive and possibly phased staff training was identified.
* **Interdepartmental Disconnect**: A lack of understanding between front-of-house and back-of-house roles led to occasional friction.

# Next Steps

* **Analyze Order Inaccuracies**: Investigate root causes of order returns and update workflows or UI as needed.
* **Refine Training Programs**: Develop more robust and modular training that includes operations, tablet use, and cross-department empathy-building.
* **Improve Table Turn Time**: Assess how tablet use impacts pacing and customer behavior; explore adjustments to drive efficiency.
* **Technical Issue Protocols**: Update process manuals based on technical issues encountered and resolved during POS integration.
* **Expand Birthday Club Engagement**: Clarify and promote the value of signing up through updated content and outreach on tablets and the website.
* **Scale Preparation**: Provide back-of-house teams with resources to manage higher order volumes in preparation for full rollout.