Closeout Report: Tablet Rollout`

Project Summary

- Sauce & Spoon is a local restaurant chain specializing in scratch-to-table cuisine and committed to partnering with local farmers and suppliers.
- Objective of this project:
  - Decrease food waste
  - Decrease in table turn around time.
  - Increase in Sales
  - Increase in Customer satisfaction

- Implementation of digital menu and point-of-sale (POS) system that will be **guest-facing**.
  - This initiative will take a form of integrated tablet system located at each table to offer guests a seamless ordering experience and provide the restaurant with a more effective ticketing system

Methodology

- Agile methodology.

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:

- **Decreased table turn time**
  - Implementation of the tablets increased the average daily guest count by 10%.

- ○ Tablets also decreased wait time by 30 minutes.
- **Decreased food waste**
  - ○ Tablets identified who was receiving an incorrect order.
  - ○ Kitchen staff has taken the initiative to correct orders and decrease food waste by 50%.
- **Increased customer satisfaction**
  - ○ After the pilot, customer satisfaction was at 72%.
  - ○ Once we implemented improvements based on feedback, customer satisfaction increased to 86%.
- **Increased sales**
  - ○ Our monthly revenue has increased steadily since the tablet rollout, upwards of 20% since September/pre-rollout.
  - ○ Tablets also helped boost revenue during the holiday season.

Lessons Learned

- Few customers were used to traditional approach of serving, which dint help much in decreasing table turnaround time.
  - ○ So included in survey to know how the customers like to improve the serving.
- Food waste dint reduce, as food was still returned by customers as incorrect food was served.
  - ○ Researching if the tablet website is giving incorrect information to the kitchen or is it due to human errors.

Next Steps

- Implement tablets in more locations
- Continue to track customer experience and satisfaction
- Expand tablet features.

Project Documentation Archive

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