

# Tablet Pilot Findings

**Milestone:** Restaurant tablet pilot launched

**How we got there...**



## Evaluation

**Did we achieve our goals?**

**Were customers satisfied?**

In order to evaluate the tablet launch, we asked guests to complete a survey on the tablet at the end of their visit.



# Results

72%

of guests rated their experience as  
either a 4 or 5 (Great)



## Recommendation #1

**Survey Finding:** Table turn time didn't decrease

**Recommendation:** Work with GMs on speeding up  
guest visits



## Recommendation #2

**Survey Finding:** Tablet malfunctions

**Recommendation:** Implement process for checking tablets before service/changing out tablets between guests

