|  | **Closeout Report:**  **Tablet Rollout`** |
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# Project Summary

* The project aimed to implement a digital menu and point-of-sale (POS) system by launching a pilot rollout of tabletop menu tablets at two restaurant locations by the end of April and train the staff to help implement it.

# Methodology

* We worked primarily on the Agile methodology where a pilot project was executed and then based on the UAT, feedbacks and internal checklists we were able to streamline our process.

# 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: $30,000  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:

* Reduced Table turn time by 30 minutes
* Wait time less than 10 minutes
* Technical issues less than 5%
* Food waste less than 25%

# Lessons Learned

* The training program was effective at educating the management and waitstaff to reduce the table turn time.

*What went wrong? How did you resolve the issue?*

* The customers were having problems in navigating with the tablet effectively, the issue was resolved once a simpler layout was implemented.
* To reduce the table turn time, we had to train the management waitstaff to be aware of the guest pacing.
* To Facilitate cash payments, we implemented credit payments only through tablets by streamlining the checkout process for cash payments

# Next Steps

* Continue to improve order accuracy
* Plan to roll out tablets at other locations
* Continue to survey and solicit feedback from guests

# Project Documentation Archive

* [Project proposal](https://docs.google.com/document/u/0/d/144TBTkJH3GrkUBsaB7DZqz98ht4zVWyWVWSjO3kK6pc/edit)
* [Project Charter](https://docs.google.com/document/u/0/d/1SWKj1hZqguczz4Elq-8jhBZ6OvDxphel9S4nQ-3aIoc/edit?resourcekey=0-G_uPCEid3ZXJ8l9GnncvhQ)
* [Project Plan](https://docs.google.com/spreadsheets/u/0/d/1bx18aDylqGEteIaPPza5C1Ifhs1BNCjx7U9kykQNzNM/edit?resourcekey=0-gepujggmeXhDCV4KC7yjxw)
* [Sauce & Spoon Test Launch Findings](https://docs.google.com/presentation/u/0/d/1OXbocU4K7yn7pbSeyuulKITivqaCdNGJY_sw11sWJWA/edit)