

# Sauce & Spoon Tablet Rollout

Impact Report



# Executive Summary

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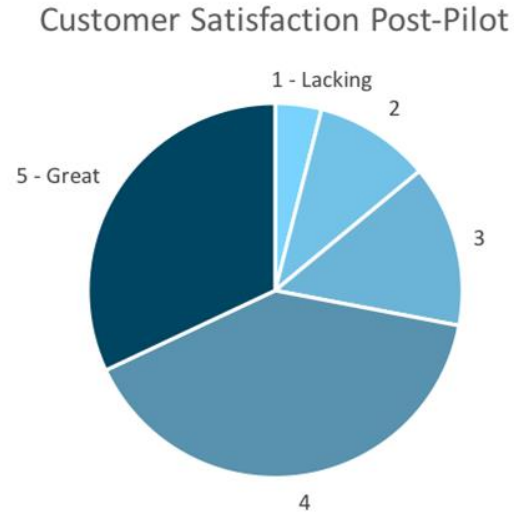
Our goal was to help the customers face an excellent dining experience by providing them with tablets that could assist them and reduce table turn time.

The launch of the tablet project has helped to increase customer satisfaction from 72% to 86% and our revenue has taken an upward trend of 20%. In addition, food waste has decreased by 50% and the average daily guest count has increased by 10%. We learned that efficient communication between the staff and a comprehensive training plan should be focused on to avoid any unexpected risks.

With an increase in customer satisfaction and revenue, our next steps would be to roll out tablets in more locations and enhance the tablet experience through additional features like social media integration.

# Customer Satisfaction: Pilot

**Q. On a scale of 1-5, please rate your experience with the tablet overall.**



This pie chart illustrates the results from the post-pilot survey.  
72% of respondents indicated a customer satisfaction score of 4 or 5.

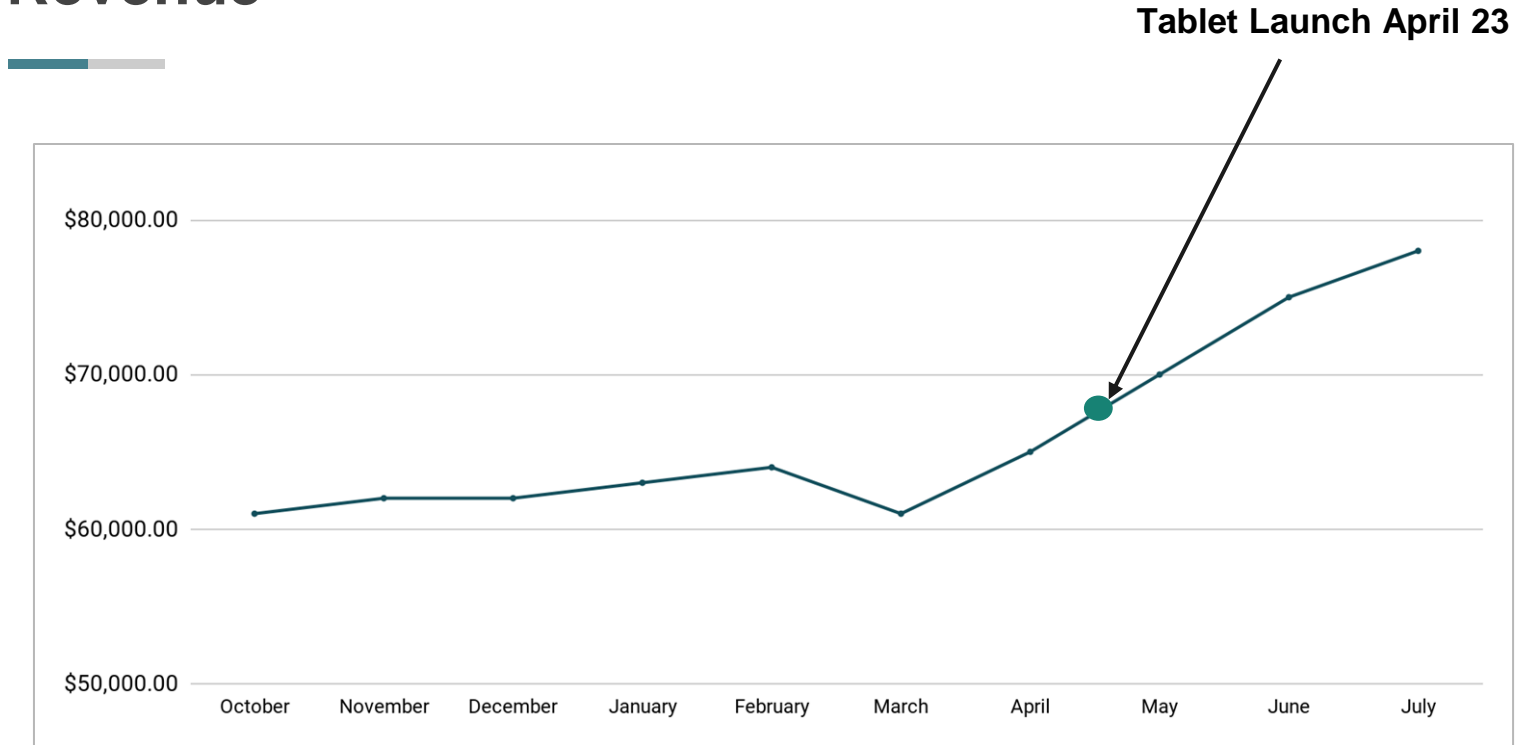
# Customer Satisfaction: Launch

**Q. On a scale of 1-5, please rate your experience with the tablet overall.**



This pie chart illustrates the results from the post-launch survey. 86% of respondents indicated a customer satisfaction score of 4 or 5. This is a 14% increase.

# Revenue



This is a chart of Sauce & Spoon revenue, showing that after tablet implementation, revenue increased. July revenue was up to 20% over April's monthly revenue.

# What Worked: Key Accomplishments

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## 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.

# Next Steps: Looking Forward

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Initiative	Action	Date
Implement tablets in more locations	Create new project plan for new location installation	Q2
Continue to track customer experience and satisfaction	Continue surveying/ gathering data through various means	Ongoing
Expand tablet features	Investigate new features like social media integration, reservations, videos, etc.	Q4

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# Appendix

- Access all resources [here](#).