

# Sauce & Spoon Tablet Rollout

Impact Report



# Executive Summary

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The project vision was to install tabletop menu tablets allowing the restaurant to reduce the table turn time by around 30 minutes, improve the guest count and to increase the overall customer dining experience.

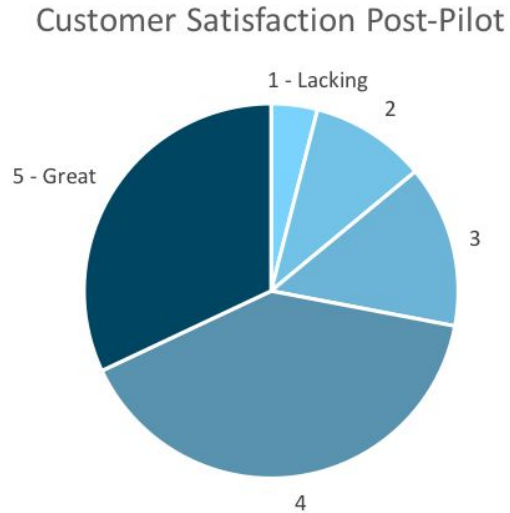
Achieved the table turn time reduction by 30 minutes and increased the overall guest count by 10 %. In addition to this, increased customer satisfaction by 86 % and reduced the overall food wastage by 50 %.

One of the important lesson learned during this project was the importance of waitstaff training which leads to improved communication between waitstaffs and customers, and also improvement in tablet handling. The other lesson learned is through improved collaboration and accountability among the project team, one can achieve wonders as we achieved in the food wastage reduction by 50 %, double than expected.

The next steps will be launching the tablets in more Sauce and Spoon locations and continue tracking customer satisfaction through surveys.

# 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.

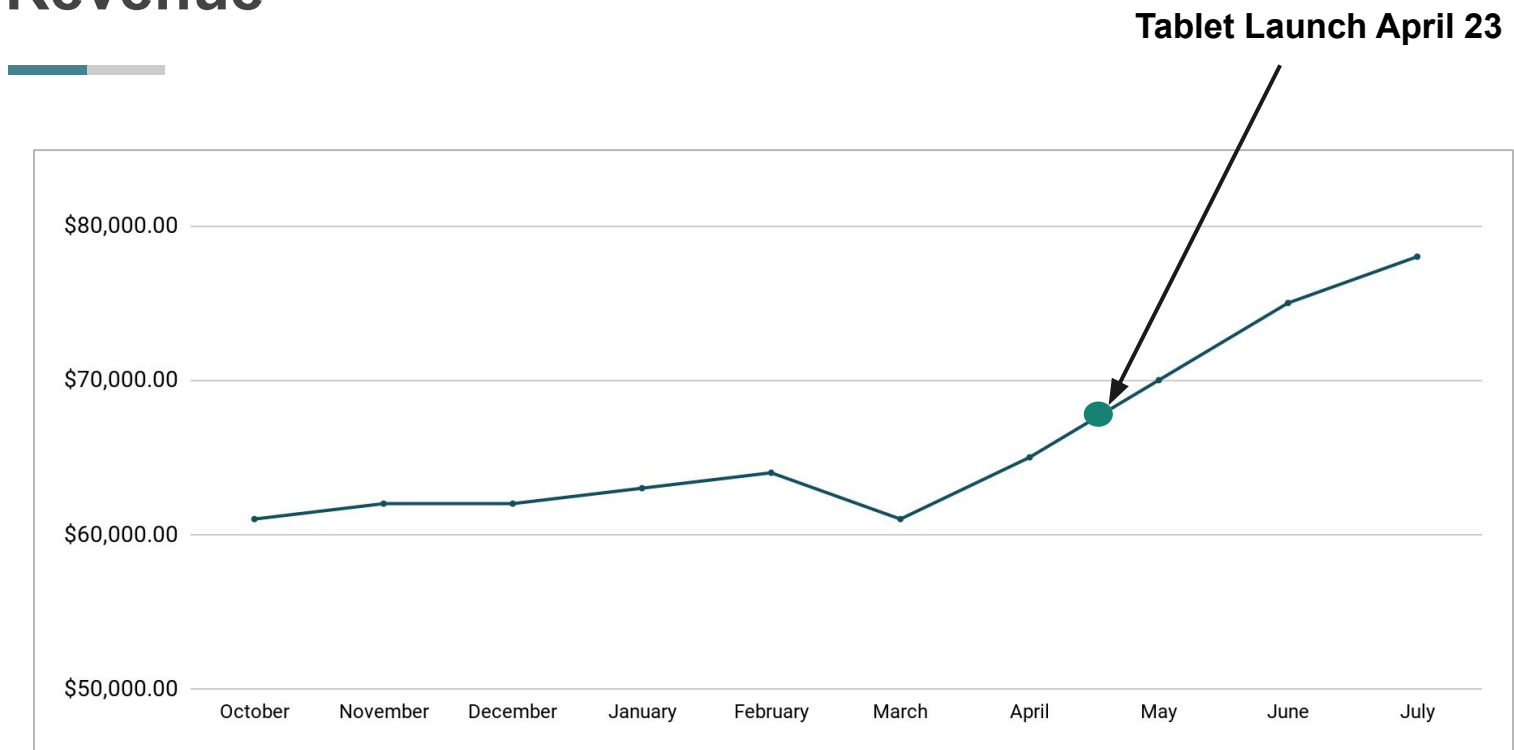
# Customer Satisfaction: Launch

**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](#).