Closeout Report: Tablet Rollout

Project Summary

- Our plan is to install tabletop menu tablets allowing the restaurant to reduce the table turn time by around 30 minutes and to increase the overall customer dining experience.

Methodology

- Followed the Waterfall methodology to navigate through project tasks.
- For few cases, followed the Agile methodology - changes in the tablet user interface design and changes in the training methods based on the customer reviews.

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	Training materials and fees: $7,486 Hardware and software implementation across locations: $3,600 annually Maintenance (IT fees): $0 (included with hardware order subscription)	Overall, we nearly matched our budget

	menu design fee: $5,000 Other customization fees: $550	Updated website and menu design fee: $4,250 Other customization fees: $578	
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 an 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:

- Achieved the table turn time reduction by 30 minutes.
- Achieved the less than 5 % target of customers reporting tech issues each week in the tablets.
- Achieved the shorter wait times for the table as a result of quicker table turn time.
- Increased the overall guest count by 20 %, which far exceeded the initial goal of 10%.
- Reduced the food wastage by 25%.
- Achieved the average check out time of less than 1 minute.
- Achieved the overall customer satisfaction rating of 4 out of 5 for more than 75 % of customers.

Lessons Learned

- Initially the average table turn time reduction did not went as planned, needed to speed things up by waitstaff training on the customer pacing.
- Customer participation in the birthday club did not as planned. Needed to work on the

design of the program and improve communication to customer regarding the programs through waitstaff trainings.
- The food wastage reduction did not go as planned, needed all people to look for possible solutions to reduce food wastage. Through improved collaboration and increased accountability, we were able to achieve that.
- Prepared a pre-service testing checklist to remove the glitchy tablets.

Next Steps
- Expand the tablet trial for the kitchen section as well.
- Work with the vendor to reduce the supply of faulty tablets.
- In the future, before rolling out such projects, the waitstaff training should be considered a major task in the project. 2-3 repeated trainings on all technical aspect of the tablet, offers and discount, and customer pacing must be provided.

Project Documentation Archive
- https://github.com/Swadesh03/Google-Project-Management-Professional-Course/blob/main/Project%20Charter.pdf
- https://github.com/Swadesh03/Google-Project-Management-Professional-Course/blob/main/Project%20tasks%20list.pdf
- https://github.com/Swadesh03/Google-Project-Management-Professional-Course/blob/main/Stakeholder%20Analysis.pdf
- https://github.com/Swadesh03/Google-Project-Management-Professional-Course/blob/main/Quality%20Evaluation.xlsx
- https://github.com/Swadesh03/Google-Project-Management-Professional-Course/blob/main/Retrospective%20Review.pdf