

Feedback From:	Type:	Description:	Evidence:	Actions:
Customers	Went well	Overall experience with the tablet	72 % gave 4 and above rating during suryey.	
Project team	Needs improvement	Training of the employees	Few internal operational issues, Lack of understanding between FOH and BOH staffs	Need to share the experiences to help everyone work together more effectively. need to understand each location's history before training
Customers	Needs improvement	Less participation in the birthday club	Only 16 % customers signed up for this club	Need to update the content on the website and the tablets so it's clearer what the program is, and how people can participate
Project team	Went well	Met most of our customer satisfaction standards	Survey results	
Project team	Needs improvement	Technical glitches in the tablets	Survey results	Need to work with the vendor to address these problems
Project team	Went well	Kitchen operations went well	Implemented some updates to kitchen operations as a result of the new ticket flow	
Customers	Went well	Signed up for the newsletter	78 % signed up for this.	
Customers	Needs improvement	The food order did not went well.	28 % reported false order.	Need to train waitstaffs for better explaining the ordering process
Customers	Went well	Happy with the check out and payment process.	82 % said that the check process was easy	
Project team	Needs improvement	Wait timing for the customers	More than 50 % customers had to wait for more than 15 mins.	TBD
Project team	Needs improvement	The table turn time did not reduce	Food receiving time was higher, for around 44 % customers the food wait time was higher than 20 mins.	Need to improve the kitchen timings to adjust for increased order flow due to tablet installation. Higher more BOH staffs if needed.