



# Closeout Report: Tablet Rollout

## Project Summary

The installation of new table tops at downtown and north locations of Sauce and Spoon restaurants, with a goal to reduce table turn time by 30mins with an average table check out time of less than a minute by April, 2023. Estimated Project plan, \$24, 050

## Methodology

- Waterfall

## 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: \$3,500 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	
<b>Planned Scope vs Delivered Scope</b>	<p>Install tablets at two restaurant locations</p> <p>Launch at the beginning of Q2 (April 1)</p> <p>Create a plan for how to train staff on the new system</p>	<p>Physically installed tablets at two restaurant locations via electrician</p> <p>Added menus, coupons, branding, and additional content to tablets</p> <p>Integrated tablets with POS system</p> <p>Negotiated with tablet vendor over timing</p> <p>Created a plan for training</p> <p>Managed waitstaff expectations and concerns</p> <p>Trained BOH and FOH</p> <p>Created system for maintenance/locking</p> <p>Implemented system of surveying and measuring customer satisfaction</p>	<p>We didn't realize how many moving pieces we were going to encounter</p>

### Key Accomplishments:

- In overall we exceeded our goals.
- Switching to a more simplified layout helped to solved the slow navigation.
- Table turn time was reduced to 30mins
- An average of 1 min or less checkout was achieved
- Less than 5% customer reporting glitch was attained
- A clear messaging around payment option of card helped to streamlined cash payment option.
- Food waste successfully reduced to 25%.
- Check out process quick, easy and secured. 82%

### Lessons Learned

- Switching to a layout that was found to be simpler, helped to solve the delay in navigation.

- Training and getting waitstaff to be more aware of guests pacing reduced turn time to 30mins.

## Next Steps

- Continue to survey and solicit feedbacks from guests
- Continue to improve on order accuracy
- Plan to rollout tablets at other location.

## Project Documentation Archive

- [Project plan.xlsx](#)
- [Project charter.docx](#)
- [Presentation Sauce-Spoon \(evaluation finding\).pptx](#)
- [Historical-Project-Plan.xlsx](#)
- [Presentation Sauce-Spoon \(evaluation finding\).pptx](#)