

# Sauce & Spoon

Tablet Rollout Project: Impact Report & Case Study

Project Management Portfolio

2024

## Executive Summary

The **Sauce & Spoon Tablet Rollout** project was a strategic initiative aimed at modernizing the dining experience through digital integration. By implementing tabletop ordering systems, the project sought to eliminate operational bottlenecks, reduce human error, and scale revenue through optimized table turnover.

Between April and July 2024, the initiative successfully met all primary KPIs, demonstrating significant improvements in guest satisfaction (+14%), operational efficiency (-30m wait time), and financial performance (+20% revenue). This document outlines the quantitative results and the project management methodology that led to these outcomes.

## Case Study: Project Analysis

### 1. Strategic Objectives

The project was driven by four core pillars:

- Operational Efficiency:** Streamlining the ordering and payment flow.
- Sustainability:** Targeted 50% reduction in food waste via order accuracy.
- Customer Satisfaction:** Enhancing the CSAT score post-pilot.
- Revenue Growth:** Maximizing peak-hour capacity.

### 2. Key Performance Indicators (KPIs)

The following table summarizes the impact of the rollout:

Metric	Pilot Phase	Post-Launch	Improvement
Customer Satisfaction (CSAT)	72%	86%	+14%
Monthly Revenue	Baseline	+20%	+20%
Food Waste	Standard	-50%	-50%
Wait Time	Standard	-30 min	Significant
Daily Guest Count	Baseline	+10%	+10%

### 3. Project Phases

- Vendor Management:** Selection of *Terrific Tablets* and SOW finalization.
- Infrastructure:** POS synchronization and hardware installation.
- Training:** Buy-in sessions for GMs and staff training.
- Rollout:** Phased launch starting from bar areas to full floor coverage.

#### 4. Challenges & Solutions

- **Issue:** Legacy POS systems struggled to sync with new tablet software.
- **Resolution:** A dedicated multi-stage testing phase and custom API bridge.
- **Issue:** Initial staff resistance regarding tips and workload.
- **Resolution:** Direct involvement of General Managers in the planning phase to ensure a transparent transition.

#### Quality Standards Verification

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- ✓ **Ticket Time:** Average appetizer delivery under 8 minutes.
- ✓ **Checkout Speed:** Average payment processed in under 1 minute.
- ✓ **Technical Stability:** Reported hardware issues kept below 5%.

#### Future Roadmap

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- Expansion to secondary locations by Q2.
- Integration of social media sharing and real-time loyalty rewards.

*This report was prepared as part of the Google Project Management Professional Certificate.*