EXECUTIVE SUMMARY

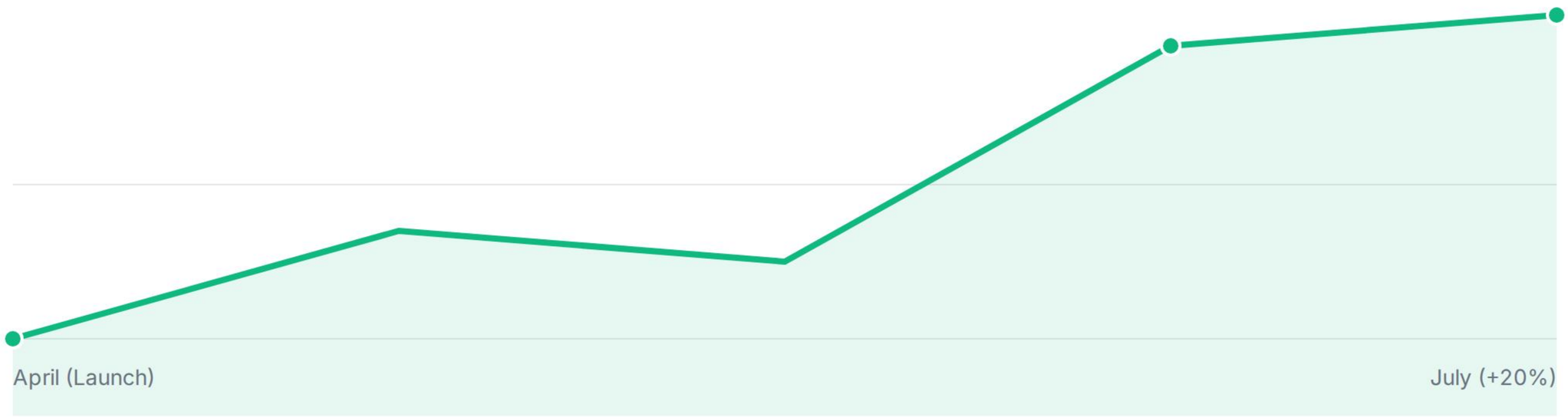
The **Sauce & Spoon Tablet Rollout** project was designed to modernize the dining experience through the integration of digital tabletop ordering systems.

The primary objective was to resolve operational bottlenecks during peak hours, improve order accuracy in the kitchen, and scale revenue by optimizing table turnover. The following data demonstrates the initiative's success through quantitative and qualitative parameters collected between April and July 2024.

CUSTOMER SATISFACTION: POST-LAUNCH ANALYSIS

Analysis: During the pilot phase, the approval rating was 72%. By analyzing negative feedback, we identified issues with menu navigation. Implementing UI/UX improvements and specific staff training brought satisfaction to **86%**, a net increase of 14% validating the guests' acceptance of the technology.

REVENUE TRENDS: ECONOMIC IMPACT



Financial Result: Automating the ordering and payment process reduced downtime, allowing the restaurant to serve more guests. In July, revenue recorded a **20% increase** compared to the April pre-rollout period, exceeding initial growth projections.

OPERATIONAL EFFICIENCY & COST REDUCTION

-30m
WAIT TIME

-50%
FOOD WASTE

+10%
GUEST COUNT

Efficiency & Sustainability: Sending orders directly from tablets to the kitchen eliminated transcription errors, reducing **food waste by 50%**. Simultaneously, instant checkout cut total table stay time by approximately 30 minutes, increasing daily capacity by 10%.

QUALITY STANDARDS VERIFICATION

Reference Category	Success Standard	Achieved Result
Avg Ticket Time (Kitchen)	Apps < 8m | Entrées < 15m	✅ Standard Met
Payment/Checkout Time	Under 1 minute	✅ Standard Met
Technical Issue Ratio	< 5% of active tablets	✅ Standard Met

Quality Conclusions: All Quality Standards defined in the original project plan have been met or exceeded. System stability (minimal technical issues) and transaction speed have solidified the digital transition as a total operational success.