|  | **Closeout Report:**  **Tablet Rollout`** |
| --- | --- |

# Project Summary

* Sauce & Spoon had launched a pilot rollout of tabletop menu tablets at two of our restaurant locations, Sauce & Spoon North and Sauce & Spoon Downtown. That way, guests can place their orders on the tablets that are located at each table to offer guests a seamless ordering experience and to provide effective ticketing system

# Methodology

* Mix of Agile & traditional(Waterfall) methodology
  + Waterfall Methodology - Used for complete buying, installation of tablets
  + Agile Methodology - Used for software updates, technical defects, staff training

# 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 menu design fee: $5,000  Other customization fees: $550 | Training materials and fees: $7,486  Hardware and software implementation across locations: $3,600 annually  Maintenance (IT fees): $0 (included with hardware order subscription)  Updated website and menu design fee: $4,250  Other customization fees: $578 | Overall, we nearly matched our budget |
| **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 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:

* Increment in average daily guest count by 20%(estimated a 10% rise)
* More than 40% of customers reported positive overall experience

# Lessons Learned

* Any modifications to waitstaff payments shall be done after discussing with the staff
* Reduced table turn time by 30 minutes
* Quicker turns means shorter wait times for tables
* Average tablet checkout time has stayed at one minute or less
* Even with tablets experience, around 10% of users prefer to have human interaction

# Next Steps

* Molly Edwards will be leading the project firther
* Improvements on receiving incorrect orders by customers
* Launching tablets rollout in other locations
* Continue to survey and solicit feedback from guests

# Project Documentation Archive

* [Project Charter](https://docs.google.com/document/d/1OiW_eopOcbV5fJHKo1c7Samx_yG3z9qYZCFubvjQUIU/edit?usp=sharing)
* [Project Plan](https://docs.google.com/spreadsheets/d/1BbSU5Ib3Mj8IBG91rxQjj8CVgNnwTX0FCkwQ1ucmMz8/edit?usp=sharing)
* [Test Launch Findings.pptx](https://docs.google.com/presentation/d/14Wbt4fhw0Y7cyqJnUlalSSXow6EaRxtN/edit?usp=sharing&ouid=101946874634449057095&rtpof=true&sd=true)