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

# Project Summary

* The project’s mission was to launch a pilot rollout of tabletop menu tablets at two of our restaurant locations, Sauce & Spoon North and Sauce & Spoon Downtown. Our main goals with this project was to increase our overall quality of work and customers’ satisfaction with our products and restaurants.

# Methodology

* We used the Waterfall methodology to implement the project.

# 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: $36,000 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:

* Tablets are implemented and used.
* Reduced table turn time by 30 minutes.
* Maintained average tablet checkout time at one minute or less.
* Less than 5% of customers report tech issues each week.
* Increased daily guest count by 20% at the Downtown location.
* Reduced food wasted by 25%.
* Positive customer satisfaction rate of 86% on our first test run.

# Lessons Learned

* Better prepare staff training plans beforehand.
* Better analysation of tasks in the planning phase.
* Have a more robust plan to deal with out-of-scope suggestions and tasks.

# Next Steps.

* Continue to survey and solicit feedback from guests
* Maintain staff training.
* Continue to improve order accuracy
* Plan to roll out tablets at other locations.

# Project Documentation Archive

* [Project Charter](https://docs.google.com/document/u/0/d/1-XOuz4gKr9FmILpel8Z4k7NjOTQySdDheNeL4xYSiZk/edit?resourcekey=0-LX5jtSxWvrydQfCqESdZFw)
* [Project Plan](https://docs.google.com/spreadsheets/u/0/d/1AbN9hvR7R5Ka5j_px15jrGKRnoWK_y2T1Vps_sd5caM/edit?resourcekey=0-CgP5g6BWrk7HgF2Yvgg__g)
* [Evaluation Findings Presentation](https://docs.google.com/presentation/u/0/d/1MyLyMJdaFyoA3QZJpq_hOMwNP4RzZr68gk8pgeNL2NM/edit)
* [Retrospective Review](https://docs.google.com/spreadsheets/u/0/d/1Kprg89fE1KRgquebM1ltFxqL9jTyQUYIC5_z10Gh-cw/edit)