



# **Tablet Test Launch Findings**

# *Summary*

- Training the staff working on the new system works good
- Most clients signed up for the newsletter on the tablet
- Successful integration tablets with existing POS system and host software
- Successful implementation of menu item add-on feature and the coupons in tablets
- Checkout process quick, easy, and secure
- Kitchen prepared orders with mistakes
- Long waiting in the lobby
- Technical issues with tablets
- Sign up for the newsletter on the tablet successful
- Sign up for the Birthday Club needs improvements

# *Overview*

- Estimate average ticket time
- Estimate checkout time
- Define order accuracy
- Measure customer wait time in the lobby
- Define tablet technical issues

# Findings

Tablet experience

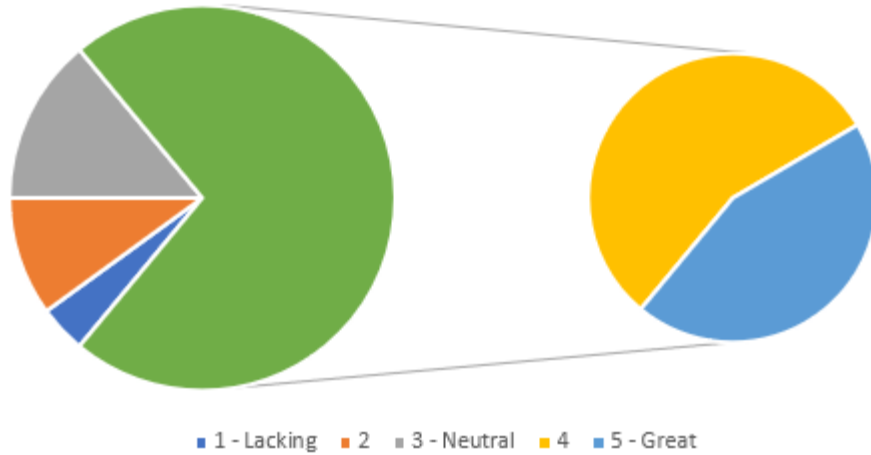
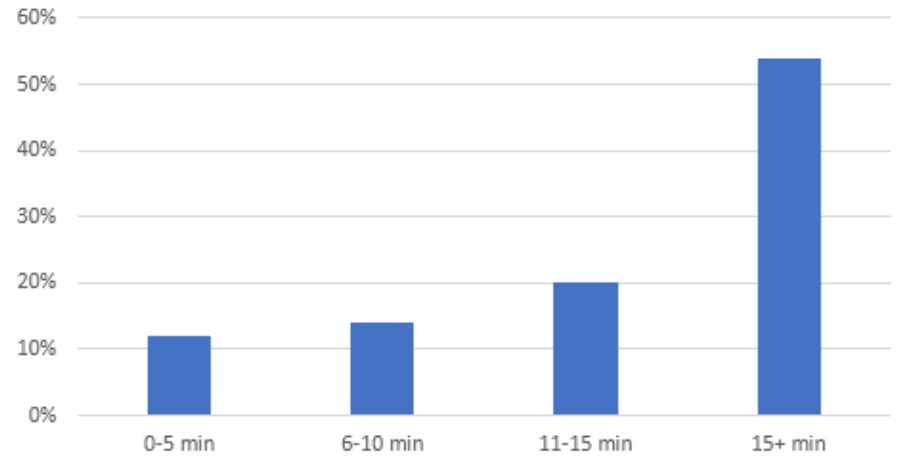


Table waiting



# *Next Steps*

## **Improvement:**

Long waiting in the lobby

## **Recommendation:**

Teamwork with front and back staff to solve this issue

# *Next Steps*

## **Improvement:**

Kitchen prepared orders with mistakes

## **Recommendation:**

Examine the processing of the orders in the kitchen. Do the place for the orders check