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

# Project Summary

* The Tablet Rollout project aimed to enhance customer experience and operational efficiency at Sauce & Spoon’s restaurant locations through the implementation of tablets for ordering and customer interaction.

# Methodology

* The project began with detailed planning, including vendor selection and system integration strategies. Tablets were physically installed at two restaurant locations, and comprehensive training programs were developed and executed for both back-of-house and front-of-house staff. Continuous feedback loops and surveys were implemented to gauge customer satisfaction and operational effectiveness.

# Results

Performance Baseline:

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| --- | --- | --- | --- |
|  | **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: $3,500  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:

 Successfully launched tablets at both restaurant locations on April 23.

 Integrated tablets seamlessly with the POS system.

 Trained both back-of-house (BOH) and front-of-house (FOH) staff effectively.

 Implemented a maintenance and customer satisfaction measurement system.

# Lessons Learned

 Communication with vendors and stakeholders is critical for project timeline management.

 Detailed planning is essential for handling unforeseen challenges effectively.

# Next Steps

 Monitor customer feedback and operational performance with tablets.

 Conduct regular maintenance and updates to ensure system reliability.

 Consider expanding tablet functionalities based on user feedback and operational needs.

# Project Documentation Archive

* [link the project proposal]
* [link the project charter]
* [link the project plan]
* [link the evaluation findings presentation]