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

# Project Summary

* This project provide Sauce & Spoon a digital Menu tablet and some improvement in their restaurants around the digitization which helps in reducing their costs, increase their revenue, improve customer satisfaction and decrease the burnout metric.

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# Methodology

* For Software design, layouts, mock-ups and updates, we use Scrum Project Management as these are wed- based and demang contant change within a period of time.
* The overall Methodology is Traditional Project Management.

# 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:

* Increase Customer satisfaction by 72%.
* Increase the restaurants revenue by 20%.
* Decrease the food waste by 50%.
* Increase the customer count by 10%.
* Decrease the wait time by 30 minutes.

# Lessons Learned

* First, All the team members are co-operatives and place trust in me and all of my decision through all the project.
* The combination of technology and manpower will upscale or change any industry in the market and also unveil their true potential.
* Kitchen already work at their full potential so it doesn’t maintain it’s quality standard as we expected.
* The Tablet shipment reached 5 days later the scheduled date which create some panic within team.
* The budget allocated by the stakeholder is more than enough as we needed.

# Next Steps

* Implement tablets in more locations.
* Increase the kitchen’s strength
* Expand the tablet features like Cash parment, videos, social media integration, reservation, etc
* Cintinuing survey to track customer needs and satisfaction.

# Project Documentation Archive

* [Project Charter](https://docs.google.com/document/d/1EtPdbQz163HzSMePSRwlfdk2-YmRFXHZCufkHpb082I/edit)
* [Stakeholder Analysis](https://docs.google.com/presentation/d/1kEZJaVAgeQD1JjywcB73Zwy_72-wa0ag6_iERVAXhdk/edit#slide=id.g9455395c98_0_31)
* [Project Plan](https://docs.google.com/spreadsheets/d/1tg2wQwuEb1CUFnpnf3aNSXrjE5Q1hqof/edit#gid=1878233930)
* [Evaluation Findings](https://docs.google.com/presentation/d/1DZtPvh_jTbwCC97NuWUDHsAUcevzuGgXuzMhe_pIXeA/edit#slide=id.p)