

Feedback From:	Type:	Description:	Evidence:	Actions:
Customers	Went well	high customer satisfaction	72% of guest rated their experience a 4 out of 5 or higher	
Customers	Went well	positive checkout experience	82% of guests found the checkout process good	
Customers	Went well	training for customers was positive	76% of guests rated their training very well	
Customers	Needs improvement	still too many returns	customer stated wrong entree brought out	
Customers	Needs improvement	technical issues were above the <5% mark	several customer reports of tablet freezes	
Customers	Needs improvement	trouble with tablet navigation	52% of respondants were neutral or unsatisfied with tablet navigation	
Project team	Went well	tickets easy to track and came through at good pace		
Project team	Went well	cadence for vendors calls kept project on track		
Project team	Went well	all tablets were working at both locations		
Project team	Needs improvement	table turn time still needs improvement		
Project team	Needs improvement	order returns still high		
Project team	Needs improvement	low birthday club signup	Seydou working on list and website content updates	