

Sauce & Spoon Project Plan

Task	Notes	Start Date	Due Date	Duration	Task Owner	Status	PHASE ONE					PHASE TWO					PHASE THREE					PHASE FOUR									
							WEEK 1		WEEK 2		WEEK 3		WEEK 4		WEEK 5		WEEK 6		WEEK 7		WEEK 8		WEEK 9		WEEK 10		WEEK 11		WEEK 12		
							M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F
Milestone: Procurement																															
Research, choose, generate quotes and review costs				14																											
Generate contracts and statements of work for vendors	Use past contracts for boilerplate template			5																											
Get tablets ordered	Shipping updated to ~10 days			10																											
Milestone: Complete Training																															
Planning for manager training on new systems				5																											
Train managers on new system	One day event			1																											
GM staff/team meeting to help with buy-in on changes	Gity will plan this			1																											
Planning for waitstaff staff training				5																											
Train waitstaff staff on new system	One day event			1																											
Milestone: Complete tablet installation																															
Schedule electrician for tablet/wiring installation	Reference from Deanna			8																											
Install tablets in bar area at Downtown location				1																											
Install tablets in bar area at North location				1																											
Integrate tablet software with existing POS	Need to update POS system to accomodate			7																											
Milestone: Launch Day completed																															
Create a plan: staffing, testing, troubleshooting, etc.				20																											
Upload new branding to tablets	Connect marketing team with vendor Terrific Tablets			10																											
Load new menus into tablets	Need menu details from Carter			7																											
Add messaging about payment security to the tablets	Upload text information about payment security			1																											
Create behind-the-scenes video of scratch-to-table process to show on tablets				14																											
Create procedure for securing tablets (at the table or in a safe) at the end of each night				13																											
Create and implement post-dining survey to gather customer satisfaction results				3																											
Plan out the test run				10																											
Do a complete test run	One day event			1																											
Launch day	One day event			1																											

Task Brainstorm

Task	Notes	Estimated Duration (Days)	Optimistic	Most Likely	Pessimistic	Confidence Rating (H/M/L)	Known Dates
Milestone: Procurement							
Research, choose, generate quotes and review costs		14	8	14	16	M	
Generate contracts and statements of work for vendors	Use past contracts fr boilerplate as template	5	3	5	7	H	
Order tablets	Shipping updated to ~10 days	10	8	10	12	M	
Milestone: Complete Training							
Planning for manager training on new systems		5	4	5	7	M	
Train managers on new system	One day event	1	1	1	2	H	
GM staff/team meeting to help with buy-in on changes	Gilly will plan this	1	1	1	2	H	
Planning for FOH and BOH staff training		5	3	5	8	M	
Train FOH and BOH staff on new system	One day event	1	1	1	2	H	
Milestone: Complete tablet installation							
Schedule electrician for tablet/wiring installation	Reference from Deanna	8	6	8	10	H	
Install tablets in bar area at Downtown location	Have to schedule 1/2 day installs (morning or evening)	1	1	1	2	H	
Install tablets in bar area at North location	Have to schedule 1/2 day installs (morning or evening)	1	1	1	2	H	
Integrate tablet software with existing POS	Possible need to update POS system to accomodate	7	4	7	9	L	
Milestone: Launch Day completed							
Create a plan: staffing, testing, troubleshooting, etc.		20	10	20	23	L	
Upload new branding to tablets	Connect marketing team with vendor Terrific Tablets	10	6	10	13	M	
Load new menus into tablets	Need menu details from Carter	7	4	7	9	L	
Add messaging about payment security to the tablets	Upload text information about payment security	1	1	1	3	H	
Create behind-the-scenes video of scratch-to-table process to show		14	9	14	18	M	
Create procedure for securing tablets (at the table or in a safe) at		13	7	13	17	M	
Create and implement post-dining survey to gather customer		3	1	3	5	H	
Plan out the test run		10	7	10	15	L	
Do a complete test run	One day event	1	1	1	3	M	
Launch day	One day event	1	1	1	1	H	

Additional Resources

Title	Link	Date Added	Notes
Developing a Restaurant Tablet Implementation Plan for Success	https://madmobile.com/blog/challenges-of-implementing-restaurant-table-ordering/	06/17/2025	
Best Uses for Tablets at Your Restaurant	https://www.business.com/articles/best-tablet-uses-restaurants/	06/17/2025	
Restaurant Tablet Best Practices: Smart Strategies For Success	https://get.chownow.com/blog/restaurant-tablet-best-practices/	06/17/2025	

Quality and Evaluation

Quality Standards Category	Quality Standards Criteria/Description	Evaluation Questions	Evaluation Indicators	Criteria Met?
Customer satisfaction	Average ticket time: appetizers=8 minutes; entrees=12-15 minutes	How can we improve ticket times?	ticket times	FALSE
Customer satisfaction	Check-out: >15 minutes	Better checkout processes?	customer satisfaction	FALSE
Customer satisfaction	Technical issues: >5% reported	Tablet usability?	technical issue reports	FALSE
Customer satisfaction	Order accuracy: >98%	Should we continue using tablets?	order accuracy for tablets vs servers	FALSE
Customer satisfaction	Lobby wait time: >10 minutes	customers?	reported wait times	FALSE
				FALSE

Survey Questions

Quality Standards Criteria/Description	Survey Questions	Question Type	Question Answer Options (depends on question type)				
			Option #1	Option #2	Option #3	Option #4	Option #5
Customer satisfaction	What did you order during your visit? Choose all that apply	Multiple choice	Drinks	Appetizers	Dinner	Dessert	
Customer satisfaction	Did you place multiple orders using the tablet while you were dining?	Yes/No	Yes	No			
Customer satisfaction	On a scale of 1-5, please rate your overall experience with the tablet.	Scaled	1 - Lacking		2	3	4 5 - Great
Customer satisfaction	How well did your waiter instruct you on using the tablet?	Scaled	1 - Not well	2	3 - Very well		
Customer satisfaction	On a scale of 1-5, how easy was the tablet navigation?	Scaled	1 - Difficult	2	3	4	5 - Easy
Customer satisfaction	On average, how long was your wait for a table?	Scaled	0-5 minutes	6-10 minutes	11-15 minutes	15+ minutes	
Customer satisfaction	On average, how long did your dinner take?	Scaled	0-20 minutes	21-30 minutes	31-40 minutes	41-50 minutes	50+ minutes
Customer satisfaction	Did the kitchen prepare your order correctly?	Yes/No	Yes	No	If no, what went wrong?		
Customer satisfaction	How would you respond to the following sentence: "I found the checkout process quick, easy, and secure."	True/False	TRUE	FALSE	If you do not agree with the above statement, why?		
Customer satisfaction	How confident are you in submitting your payment through a tablet?	Scaled	1 - Not at all	2	3	4	5 - Very confident
Customer satisfaction	Did you sign up for the newsletter on the tablet?	Yes/No	Yes	No			
Customer satisfaction	Did you sign up for the Birthday Club?	Yes/No	Yes	No			
Customer satisfaction	How would you rate this experience versus a traditional experience with a waiter?	Multiple choice	I liked the tablet experience better, and would like that going forward.	I would like a mix of tablet ordering at the table and waiter interaction.	I disliked the tablets, and would rather have a waiter.	I found both experiences comparable and it doesn't matter either way.	
Customer satisfaction	Did you experience any technical issues while using the tablet?	Open-ended					