



Tablet Test Launch Findings

Test Launch Customer Survey

Milestone: Restaurant tablet pilot program launched

How we got there...

Evaluation

Did we achieve our goals?

Were customers satisfied?

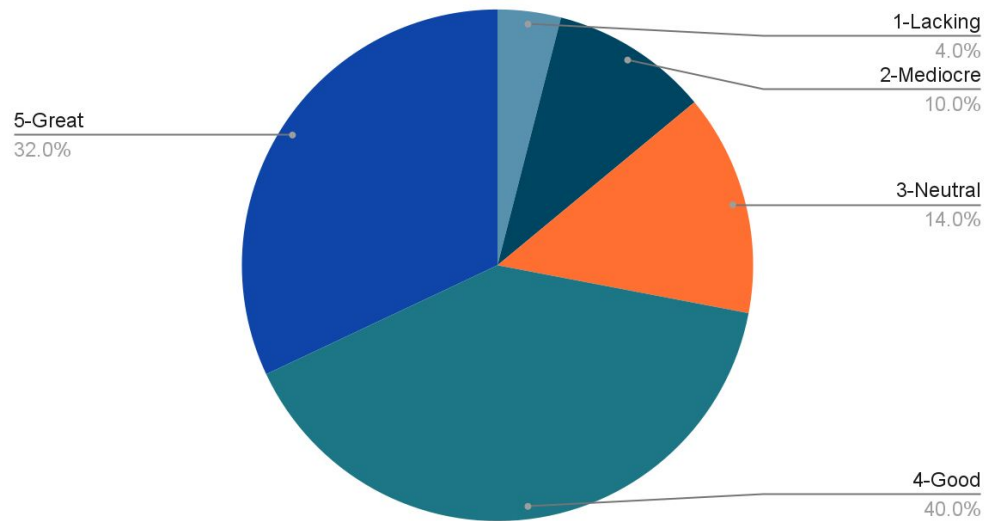
In order to evaluate the tablet launch, we asked guests to complete a survey on the tablet at the end of their visit.

Results

72%

Of guests rated their experience as either a 4 or 5 (Great)

Points scored



Recommendation #1

Survey Finding: Table turn time didn't decrease

Recommendation: Work with GMs on speeding up guest visits

Recommendation #2

Survey Finding: Tablet malfunctions

Recommendation: Implement process for checking tablets before service/changing out tablets between guests