

Sauce & Spoon Tablet Rollout

Impact Report

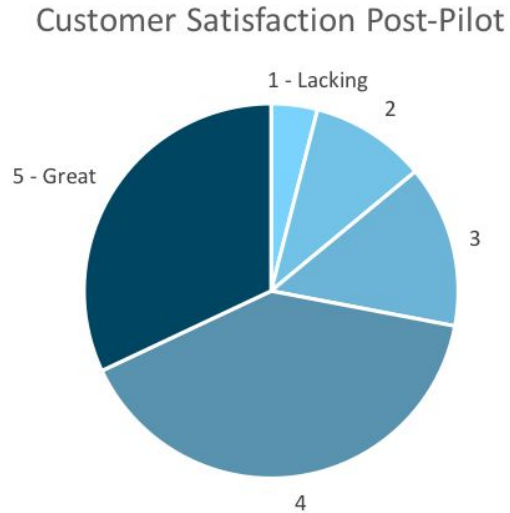


Executive Summary

The Sauce & Spoon tablet rollout project looked to improve restaurant operations and meet the rising demand of customers. The project successfully implemented tablets at two restaurant locations, resulting in a 14% increase in customer satisfaction and a 20% increase in monthly revenue. Key accomplishments included reductions in table turn time and wait time, as well as a 50% decrease in food waste. Lessons learned included the importance of gathering customer feedback and addressing any issues quickly. Next steps include implementing tablets in remaining locations and continuing ongoing surveys to track customer experience and satisfaction. The project team is also exploring the possibility of expanding tablet features, such as reservations and social media integration. Overall, the tablet rollout has been a successful and valuable addition to Sauce & Spoon's operations.

Customer Satisfaction: Pilot

Q. On a scale of 1-5, please rate your experience with the tablet overall.



This pie chart illustrates the results from the post-pilot survey.
72% of respondents indicated a customer satisfaction score of 4 or 5.

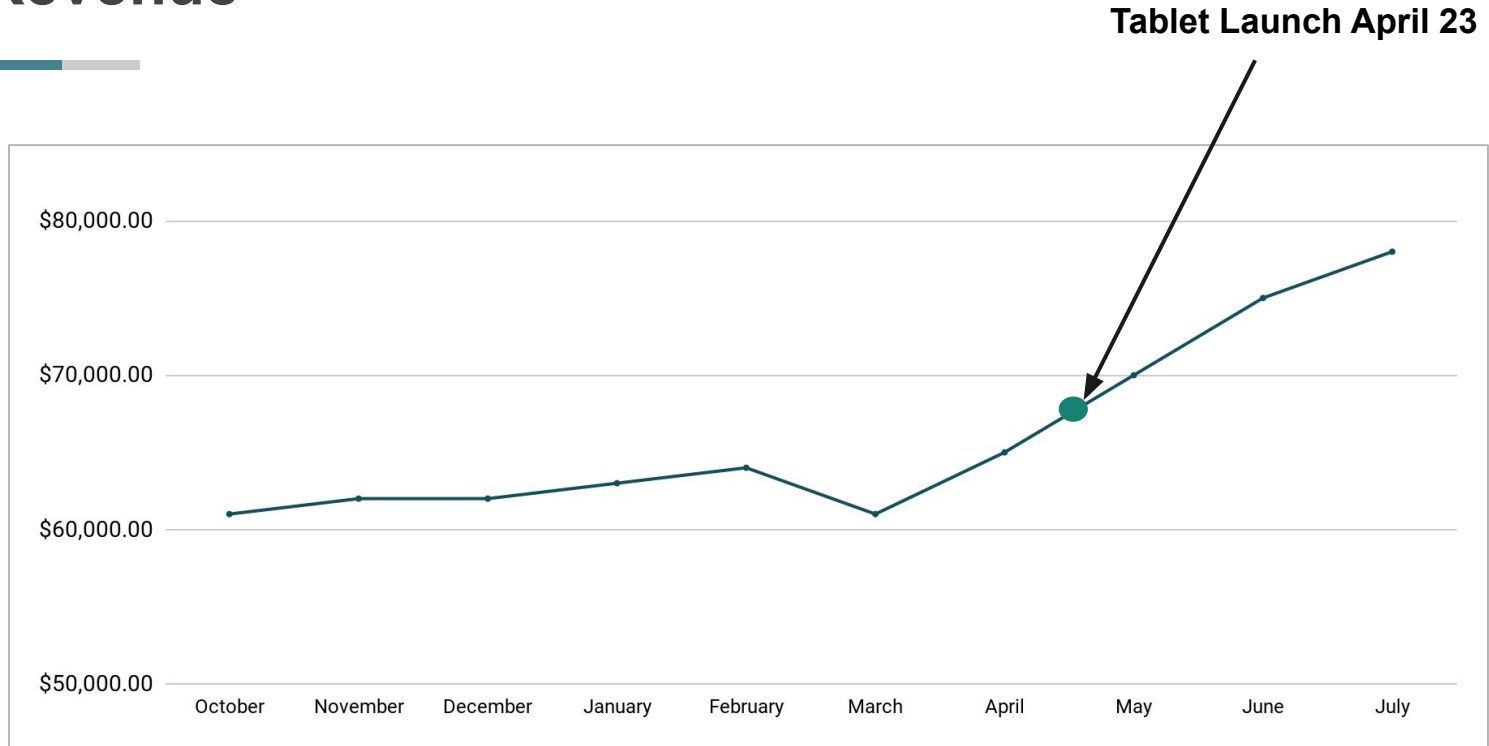
Customer Satisfaction: Launch

Q. On a scale of 1-5, please rate your experience with the tablet overall.



This pie chart illustrates the results from the post-launch survey. 86% of respondents indicated a customer satisfaction score of 4 or 5. This is a 14% increase.

Revenue



This is a chart of Sauce & Spoon revenue, showing that after tablet implementation, revenue increased. July revenue was up to 20% over April's monthly revenue.

What Worked: Key Accomplishments

Decreased table turn time

- Implementation of the tablets increased the average daily guest count by 10%.
- Tablets also decreased wait time by 30 minutes.

Decreased food waste

- Tablets identified who was receiving an incorrect order.
- Kitchen staff has taken the initiative to correct orders and decrease food waste by 50%.

Increased customer satisfaction

- After the pilot, customer satisfaction was at 72%.
- Once we implemented improvements based on feedback, customer satisfaction increased to 86%.

Increased sales

- Our monthly revenue has increased steadily since the tablet rollout, upwards of 20% since September/pre-rollout.
- Tablets also helped boost revenue during the holiday season.

Next Steps: Looking Forward

Initiative	Action	Date
Implement tablets in more locations	Create new project plan for new location installation	Q2
Continue to track customer experience and satisfaction	Continue surveying/ gathering data through various means	Ongoing
Expand tablet features	Investigate new features like social media integration, reservations, videos, etc.	Q4

Appendix

- Access all resources [here](#).