|  | **Closeout Report:**  **Tablet Rollout`** |
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# Project Summary

* The project rolled out guest-facing menu tablets at two restaurant locations, North and Downtown, to support the Sauce & Spoon’s annual and growth expansion goals. Specifically, the project aimed to help reduce table turn time, increase daily guest count, and reduce food waste from comped meals. At the end of the quarter, the project succeeded in meeting the mentioned goals.

# Methodology

* We used a Waterfall approach for the tablet installation and an agile approach in determining which tablet would best suit the company’s needs.

# 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:

* Reduced table turn time by 30 minutes through training waitstaff to be more aware of guest pacing.
* Increased daily guest count by 20% because of the reduction in table turn time
* Less than 5% of customers reported technical issues each week.
* Reduced food waste from kitchen errors and compensated meals by 25%.

# Lessons Learned

* Staff training and buy-in for changes in their workflow such as implementation of the tablets are essential for optimal performance.
* The test launch was crucial for the restaurants to make sure that any issues were addressed before regular customers use the tablets.
* Continue working with Seydou as a consultant for technical matters as he was one of the main reasons on how the tablets were chosen.
* There are still customers who prefer to pay purely with cash. This is important to keep in mind as we continue to optimize cashless checkouts.
* Backup processes should be in place just in case customers experience technical difficulties such that their experience would not turn negative.

# Next Steps

* Continue to track performance of tablets for technical issues
* Continue to monitor customer satisfaction regarding dining experience in general and specifically relating to the tablet.
* Monitor kitchen processes for efficiency as success metrics are just right on target and make sure that morale is also kept to a high level by making sure their concerns are addressed as well as the front of the restaurants.
* Work on and improve back up processes due to technical issues.
* A plan to roll out tablets at other locations could be explored.

# Project Documentation Archive

* [Project Charter](https://docs.google.com/document/d/1GFqHG3EAXGMNmnKQGB43xoT24YVA4u8r2OU4nUMAS4g/edit?usp=sharing&resourcekey=0-qbfu5wwQeQPHOEX69lyYYw)
* [Project Plan for Tablet Launch](https://docs.google.com/spreadsheets/d/1Ukn9WCeYsvffPl7VWO6CkEMXo4ufk3Jl-4Q4CjjTIZ8/edit?usp=sharing&resourcekey=0-ATp0R1ZNCoPVwocS2nbsXw)
* [Sauce & Spoon Test Launch Findings](https://docs.google.com/presentation/d/1wmf5OsuRFKSVNUNuxbHhT66dIGxNtyKJlaFv6Zf_wtg/edit?usp=sharing)
* [Retrospective Review](https://docs.google.com/spreadsheets/d/1hrHoKvLvzKlptoz2Qms3OrGGUCrJO1fA_xMT8HORz9I/edit?usp=sharing)
* [Impact Report](https://docs.google.com/presentation/d/1jdEsfhPgMC058Hm9GJXdE0YJNXDnseoQcIcfiBtiibU/edit?usp=sharing&resourcekey=0-p7yxOi1cy0P7Tk7mn6dI5A)
* [Senior Stakeholder Email](https://docs.google.com/document/d/17HwY-Dqu10F27JBqt29JkXZZkupDYWqRfC010jJnDJY/edit?usp=sharing)
* [Stakeholder Analysis](https://docs.google.com/presentation/d/1tfoZU4L0B5Bs4P4opaqZrI9HK3_W33lKBXQlgPgoJ3I/edit?usp=drive_link&resourcekey=0-RjEAbwjTPEgGnKe0lZG_2Q)
* [Email Coalition](https://docs.google.com/document/d/1E5bc3MTLw_zfcdBG8XCLxU1sTu-Hy9uN7ppynhpBKn4/edit?usp=drive_link)