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|  | **Closeout Report:**  **Tablet Rollout`** |

# Project Summary

* The purpose of this project is to reduce costs and streamline business processes. Implementing a digital menu and point-of-sale system that will be guest-facing will meet these needs. Specifically, we launched a pilot rollout of tabletop menu tablets to the bar areas at two of our restaurant locations, Sauce & Spoon North and Sauce & Spoon Downtown.

# Methodology

* The pilot was done in 2 restaurant locations to 50 customers.
* We setup the plan
* Contracted the Terrific Tablet vendor for the tablets
* Trained our staff
* Conducted test
* Sent post test survey from customers and assessed results

# Results

Performance Baseline:

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| --- | --- | --- | --- |
|  | **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: $36,000 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:

* Reduce table turn time by 30 minutes
* Reduce food waste by 50%
* Reduce checkout time by 10%

# Lessons Learned

* Factor in delays from shipping
* Plan for technical challenges using new software
* Plan for unexpected parts a little more such as vendor changes

# Next Steps

* Plan to roll out tablets at other locations
* Continue to improve order accuracy
* Continue to survey and solicit feedback from guests

# Project Documentation Archive

* [Project Proposal](https://docs.google.com/document/d/1f4BiaVvIZYRttPbkwgXtNSFCIxZyhV9zsGGhFsloWbk/edit)
* [Project Charter](https://docs.google.com/document/d/1xKmEQwUyM510QaBEYDVGDAigCXmQRGiD5wiDFuiWrXo/edit?resourcekey=0-cp0rEuTL-ereCq4wUYBGog)
* [Project Plan](https://docs.google.com/spreadsheets/d/1krHzI_uNGGGsL9eyCftJoQ4a37UCpeiHcGYXL0aFGH0/edit#gid=892833590)
* [Launch Findings](https://docs.google.com/presentation/d/1MBBhDijQ2OJl6MzH_glXOpeE62AUxDiSY_wvekYc5CI/edit#slide=id.gbe8aa0f6e7_0_26)