Closeout Report:
Tablet Rollout

Project Summary

- This project will Implement new digital tabletop menus at the bar for guests to use at the North and Downtown locations at Sauce & Spoon to reduce customer wait time and in return increase revenue.

Methodology

- Traditional Waterfall methodology was used during this projet.

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: $3,500	Training materials and fees: $7,486 Hardware and software implementation across locations: $3,600 annually	Overall, we nearly matched our budget

	Maintenance (IT fees): $5,000 Updated website and menu design fee: $5,000 Other customization fees: $550	Maintenance (IT fees): $0 (included with hardware order subscription) Updated website and menu design fee: $4,250 Other customization fees: $578	
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

- Daily guest count increased to 20% (our goal was 10%)

- Reduce turn time by 30 minutes through training
- Reduced food waste by 25%
- Simplified tablet navigation
- Had less than 5% customers reporting technical issues each week with the tablets

Lessons Learned

- Think about the 10% of customers who pay in cash instead of card
- 20% customers had a hard time with tablet usability and navigation
- Needed more time training properly on tablets
- Went under budget for training materials and fees when it came to IT and hardware/ software implementation

Next Steps

- Keeping updated menu since the chef likes to change items
- Continue to improve order accuracy
- Plan to roll out tablets at other locations
- Continue with curvy feedback

Project Documentation Archive

- Project proposal
- [Project](#) charter
- Project plan
- Evaluation findings presentation