

Feedback From:	Type:	Description:	Evidence:	Actions:
Customers	Went well	40% of guests rated their experience as a 4 out of 5	Data point from the survey	Continue to monitor customer satisfaction ratings and work on improving the overall experience
Customers	Went well	78% of customers signed up for the newsletter on the tablet	Data point from the survey	Analyze data to identify any trends or patterns in customer satisfaction ratings
Customers	Went well	40% of guests rated their overall experience with the tablets as 4 out of 5, 32% rated it 5 out of 5	Data point from the survey	Consider implementing additional training for staff to improve service and customer satisfaction
Customers	Needs improvement	The Birthday Club didn't get many participants	Data point from the survey	Work with the designer to update the content on the website and tablets to make the Birthday Club program more clear and accessible to guests
Project team	Went well	The tablets were installed and working properly at both locations.	"It seemed like all the guests got the hang of the tablets and that payments worked for the most part." - Gilly (General Manager, North)	None needed
Project team	Needs improvement	Table turn time remained about the same	"The food came out on time, but table turn time stayed about the same." - Alex (General Manager, Downtown)	Review and analyze data to identify potential causes of slow table turn time and brainstorm solutions. Implement any necessary improvements to table turn time processes.
Project team	Needs improvement	There were still some food orders that got sent back	"Even though the ticket flow was smooth, there were still orders that got sent back." - Zane (Kitchen Manager, North)	Review and analyze data to identify potential causes of incorrect food orders and brainstorm solutions. Implement any necessary improvements to kitchen operations and processes.
Project team	Needs improvement	Some internal operational issues were discovered during the training process.	"As we started implementing the tablets and training, we discovered a few internal operational issues that we hadn't planned for. That impacted the team's ability to carry out tasks smoothly." - Peta	Research and understand each location's history before planning future rollouts to identify potential issues that may need to be addressed ahead of time.
Project team	Needs improvement	Tablet implementation took longer than expected.	"Tablet implementation took just a little bit longer than we hoped. There was some vacation time that was unaccounted for, so this is a good reminder to make sure we plan things properly based on everyone's availability." - Seydou (Restaurant Consultant)	Review and adjust project planning to account for vacation time and other potential scheduling conflicts.

Project team	Needs improvement	Back of house staff needs more preparation for scaling up operations.	"We'd like to do a bit more to help the back of house staff scale up their operations before the main launch. We want everyone to be prepared to handle a larger volume of orders." - Zane (Kitchen Manager, North)	Review and analyze data to identify potential areas of improvement for scaling up operations. Implement any necessary changes to processes and procedures.
Project team	Needs improvement	Front of house and back of house staff have a lack of understanding of each other's roles and responsibilities.	"We also noticed there's a lack of understanding between what the front of house staff does and the back of house staff does." - Larissa (Kitchen Manager, Downtown)	Implement training or team building activities to improve communication and understanding between front of house and back of house staff.