



Tablet Test Launch Presentation

Summary

- Sauce & Spoon successfully completed the pilot launch of tablets at two locations in the bar area of each restaurant:
 - Sauce & Spoon North
 - Sauce & Spoon Downtown
- The project team worked closely with vendors to customize and brand the tablets, and trained staff on their use.
- We gathered valuable customer feedback & data on the performance of the tablets in a real-world setting
- We integrated the tablets successfully with the restaurant's POS system, and smoothly rolled out the tablets to customers.

Overview

- The team wanted to measure the effectiveness of the tablets in terms of customer satisfaction, ease of use, and productivity enhancements.
- We conducted a survey with 50 guests who dined with us and used the tablets during their visit.
- The survey consisted of multiple choice, scaled, and open-ended questions that allowed us to gather data on various aspects of the tablet rollout.
- Evaluation questions included:
 - "On a scale of 1-5, please rate your experience with the tablet overall."
 - "How easy was it to use the tablet navigation?"
 - "On average, how long did you wait for your table?"

Findings

- Overall, the tablets received a rating of 3.8 out of 5 for customer satisfaction.
 - 40% of respondents rated their overall experience with the tablets as "great" (rating of 5 out of 5), while 32% rated their experience as "neutral" (rating of 3 out of 5)
- 82% of respondents ordered appetizers, while only 70% ordered dessert, indicating that the tablets may be more popular for ordering food rather than drinks or dessert.
- 80% rated the ease of tablet navigation as either 4 or 5 out of 5.
- The average wait time for a table was 13 minutes.

Next Steps

- One recommendation for improvement is to focus on reducing the wait time for a table.
 - This could be achieved by increasing the number of tablets available for use, or streamlining the table reservation process.

Next Steps

- Optimize the tablet navigation for ease of use.
 - This could include more user testing and design updates to make the interface more intuitive for customers.
 - The team should also consider offering additional training for waitstaff on how to troubleshoot and resolve any technical issues that may arise with the tablets.