**Sauce & Spoon Project Conclusion Report**

**Project Overview:** The Sauce & Spoon project was a pilot launch aimed at testing the impact of new tabletop menu tablets in improving restaurant efficiency and customer experience. This initiative supported Sauce & Spoon’s broader goal to streamline operations, serve more guests efficiently, and gather data to inform future business decisions.

As the project manager for the Sauce & Spoon pilot, I was responsible for ensuring the smooth execution of the test, analyzing stakeholder feedback, and preparing detailed reports on the results. The test involved 50 customers engaging with the new tablets during their dining experience, followed by a post-dining survey to gauge their feedback on various aspects of the tablet interaction.

**Key Survey Findings:** The customer survey provided valuable insights, revealing the following results:

1. **Customer Interaction with the Tablets:**
   * **Orders:** 100% of customers ordered dinner, and 82% ordered appetizers. Only 36% used the tablets to place multiple orders during their visit, showing potential to increase utilization.
   * **Overall Tablet Experience:** 72% rated their experience with the tablets as "Good" or "Great", while only 14% remained neutral, and 14% rated it below expectations.
2. **Ease of Use:**
   * **Tablet Navigation:** 48% of users found the navigation "Fairly easy" or "Very easy", while 18% faced slight difficulties.
   * **Ordering Experience:** Most customers (46%) found it easy to place orders via the tablet, while 8% had difficulties.
3. **Wait Time & Food Service:**
   * 54% of customers reported waiting 15+ minutes for a table, while 56% received their food within 20 minutes.
   * Kitchen accuracy was good, with 72% reporting correct orders, although 28% experienced errors, including wrong dishes or missing modifications.
4. **Checkout Process:**
   * **Positive Checkout Experience:** 82% found the checkout process "Quick, easy, and secure", but 18% experienced issues such as needing assistance with cash payments or tablet freezing.
   * **Confidence in Payment Security:** 66% were confident or very confident about submitting payments through the tablets.
5. **Customer Preferences:**
   * **Tablet vs Waiter Experience:** 40% preferred using the tablets exclusively, while 30% wanted a mix of tablet ordering and waiter service. Only 10% disliked the tablets, while 20% had no preference.
6. **Technical Issues:**
   * Only 12% of customers experienced technical issues, such as screen freezing, which were resolved with minor adjustments.

**Conclusion:** The test launch of tabletop menu tablets at Sauce & Spoon was largely successful, with a majority of customers reporting positive experiences and favoring the use of tablets either exclusively or in combination with waiter service. However, there were some technical issues that need to be addressed to ensure smoother operation in future rollouts. The survey data also indicates potential for increasing tablet utilization during dining, as well as ensuring clearer communication about tablet functionality, including the payment process.

**Recommendations:**

* **Address Technical Issues:** Work with developers to resolve freezing and other glitches to improve user experience.
* **Improve Communication:** Train waitstaff to better instruct customers on tablet use and payment methods, particularly for those preferring cash transactions.
* **Increase Tablet Engagement:** Encourage multiple orders through the tablet by offering incentives or making tablet-only features more prominent.