**Impact Report: Sauce & Spoon Menu Tablet Rollout Project**

**Executive Summary:**  
The Sauce & Spoon Menu Tablet Rollout Project aimed to improve guest dining experiences, reduce table turn times, and reduce food waste by implementing tablet-based menu and ordering systems at pilot locations. The project successfully met its primary objectives, with customers reporting improved ordering accuracy and ease of use, and staff reporting smoother operational workflows. This report outlines the project’s vision, methodology, key accomplishments, lessons learned, and next steps to guide future rollouts and continuous improvement.

**Project Vision:**  
To enhance the guest dining experience while increasing operational efficiency by introducing menu tablets, allowing for faster ordering, improved order accuracy, and more engaging guest interactions.

**Methodology and Approach:**  
- Traditional and agile project management methods were used.  
- Agile practices were applied for iterative testing and feedback integration during the pilot phase.  
- Stakeholder feedback and customer surveys were continuously gathered to refine tablet functionality and user experience.

**Key Accomplishments:** - Successfully implemented menu tablets at pilot locations with positive guest feedback (78% newsletter sign-ups via tablets, high ease-of-use ratings). - Reduced table turn time by an average of 30 minutes per table. - Reduced food waste by 25% due to increased order accuracy. - Staff reported improved order tracking and checkout processes. - Seamless integration with existing POS systems, with staff trained effectively on new workflows.

**Lessons Learned:** - Guests appreciated the ease of ordering but a segment of customers paying cash experienced checkout delays, highlighting the need for process refinement for cash transactions. - Agile testing cycles allowed for immediate adjustments in tablet navigation and functionality based on user feedback. - Staff buy-in was critical for success; early engagement and training significantly improved rollout success. - Clear communication of goals (reducing table turn time) needed reinforcement to align staff practices with project objectives.

**Next Steps:** - Develop and implement a refined cash payment process to complement tablet usage. - Continue to monitor table turn times, order accuracy, and guest satisfaction metrics post-rollout. - Plan and execute phased rollouts to additional Sauce & Spoon locations using insights from the pilot project. - Continue to survey guests and gather feedback to iterate on tablet user experience. - Ownership of the ongoing project will transition to Molly Edwards for the next phase of rollout, with continued oversight from Peta for knowledge transfer and best practices.

**Project Documentation Archive:** - [Project Proposal](#Xa39a3ee5e6b4b0d3255bfef95601890afd80709) - [Project Charter](#Xa39a3ee5e6b4b0d3255bfef95601890afd80709) - [Project Plan](#Xa39a3ee5e6b4b0d3255bfef95601890afd80709) - [Evaluation Findings Presentation](#Xa39a3ee5e6b4b0d3255bfef95601890afd80709) - [Customer Survey Results](#Xa39a3ee5e6b4b0d3255bfef95601890afd80709) - [Retrospective Document](#Xa39a3ee5e6b4b0d3255bfef95601890afd80709) - [Closeout Report](#Xa39a3ee5e6b4b0d3255bfef95601890afd80709)

This impact report is designed to guide Sauce & Spoon stakeholders, future project managers, and team members in sustaining and expanding the menu tablet initiative while ensuring continuous alignment with customer experience and operational efficiency goals.