**Sauce & Spoon Menu Tablet Rollout - Project Closeout Report**

## **Project Summary**

The Sauce & Spoon menu tablet rollout project aimed to enhance customer dining experiences and operational efficiency by implementing tablets for menu browsing, ordering, and payment. Desired outcomes included reduced table turn time, simplified ordering processes, improved order accuracy, and reduced food waste, while maintaining Sauce & Spoon’s commitment to quality service and customer satisfaction.

## **Methodology**

The project followed a phased rollout approach, starting with a pilot test launch at the North Location. Agile practices, including continuous feedback loops with customer surveys and team retrospectives, were integrated throughout the project to adjust processes in real time. Traditional project management tools such as project charters, timelines, and status check-ins were used to monitor progress and align stakeholders on objectives.

## **Key Accomplishments**

* **Reduced Table Turn Time:** Achieved a reduction of 30 minutes in table turn time, aligning with operational efficiency goals.
* **Simplified Tablet Navigation:** Customer feedback confirmed ease of use, with 78% of customers successfully using tablets for browsing and ordering without assistance.
* **Reduced Food Waste:** Decreased food waste by 25% through accurate order transmission and reduced errors in the kitchen.
* **Increased Customer Engagement:** 78% of customers signed up for the newsletter using the tablets, enhancing marketing reach.
* **Maintained Customer Satisfaction:** Maintained a positive dining experience with minimal disruption during the pilot.

## **Lessons Learned**

**What went well:** - Customers adapted quickly to tablet navigation and ordering. - Staff effectively integrated tablets into service, improving order accuracy. - The pilot generated valuable customer data for process improvement.

**What could improve:** - Cash payment processes created friction due to distance to cash registers, requiring workflow adjustments. - Table turn time improvements varied by location due to differences in staff approach. - Some technical issues (12% reported) occurred, indicating the need for continued monitoring and technical support.

**Unforeseen benefits:** - Increased customer willingness to engage with digital menus and marketing channels. - Streamlined communication between the kitchen and waitstaff.

## **Next Steps**

* Roll out tablets to additional Sauce & Spoon locations using the pilot as a blueprint.
* Implement improvements to the cash payment process, including additional registers and staff training.
* Continue to monitor order accuracy and technical issues to maintain quality service.
* Maintain customer feedback surveys post-rollout to capture insights for ongoing optimization.
* Recommend new project manager (Molly Edwards) review this closeout report and supporting documents for effective onboarding and project continuity.

## **Project Documentation Archive**

For future reference and onboarding, the following documents are archived: - [Project Proposal] - [Project Charter] - [Project Plan] - [Evaluation Findings Presentation] - [Customer Survey Results] - [Post Project Launch Check-in]

These documents can be accessed via the Sauce & Spoon project management drive for ongoing reference during the continued rollout at additional locations.

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