Closeout Report: Tablet Rollout`

Sauce & Spoon

Project Summary

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Methodology

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Results

Performance Baseline:

	Planned	Actual	Notes
Actual Project Schedule vs Planned	Launch on Apr. 23	Launched on Apr. 23	We were able to launch on the day we wanted, but had to accelerate our tasks due to delays
Actual Project Cost vs Planned	Training materials and fees: $10,000 Hardware and software implementation across locations: $30,000 Maintenance (IT fees): $5,000 Updated website and menu design fee: $5,000 Other customization fees: $550	Training materials and fees: $7,486 Hardware and software implementation across locations: $3,600 annually Maintenance (IT fees): $0 (included with hardware order subscription) Updated website and menu design fee: $4,250 Other customization fees: $578	Overall, we nearly matched our budget

Planned Scope vs Delivered Scope	Install tablets at two restaurant locations Launch at the beginning of Q2 (April 1) Create a plan for how to train staff on the new system	Physically installed tablets at two restaurant locations via electrician Added menus, coupons, branding, and additional content to tablets Integrated tablets with POS system Negotiated with tablet vendor over timing Created a plan for training Managed waitstaff expectations and concerns Trained BOH and FOH Created system for maintenance/locking Implemented system of surveying and measuring customer satisfaction	We didn't realize how many moving pieces we were going to encounter

Key Accomplishments:
- Decreasing table turn time, simplifying tablet navigation, and decreasing food waste
- Reduce table turn time by 30 minutes
- Reduce food waste by 25%

Lessons Learned

Next Steps
- Continue to survey and solicit feedback from guests
- Plan to roll out tablets at other locations
- Continue to improve order accuracy

Project Documentation Archive

- [link the project proposal]
- [link the project charter]
- [link the project plan]
- [link the evaluation findings presentation]