

# Sauce & Spoon Tablet Rollout

Impact Report



# Executive Summary

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The successful launch of the tablets at Sauce and Spoon yielded significant positive outcomes, including a notable decrease in table turnover time, a substantial reduction in food wastage, and an enhancement in overall customer satisfaction. Key achievements include a 30-minute reduction in table turnover time and a more than 50% decrease in food wastage. This initiative revealed that customers appreciate the convenience of using tablets to place their orders and highlighted the importance of order accuracy.

Future steps involve implementing a solution to enhance the checkout process for customers who prefer to pay with cash and extending tablet availability to all tables in the restaurant. Continuous customer feedback surveys will be essential to monitor and further improve our progress.

# Customer Satisfaction: Pilot

**Q. On a scale of 1-5, please rate your experience with the tablet overall.**



This pie chart illustrates the results from the post-pilot survey.  
72% of respondents indicated a customer satisfaction score of 4 or 5.

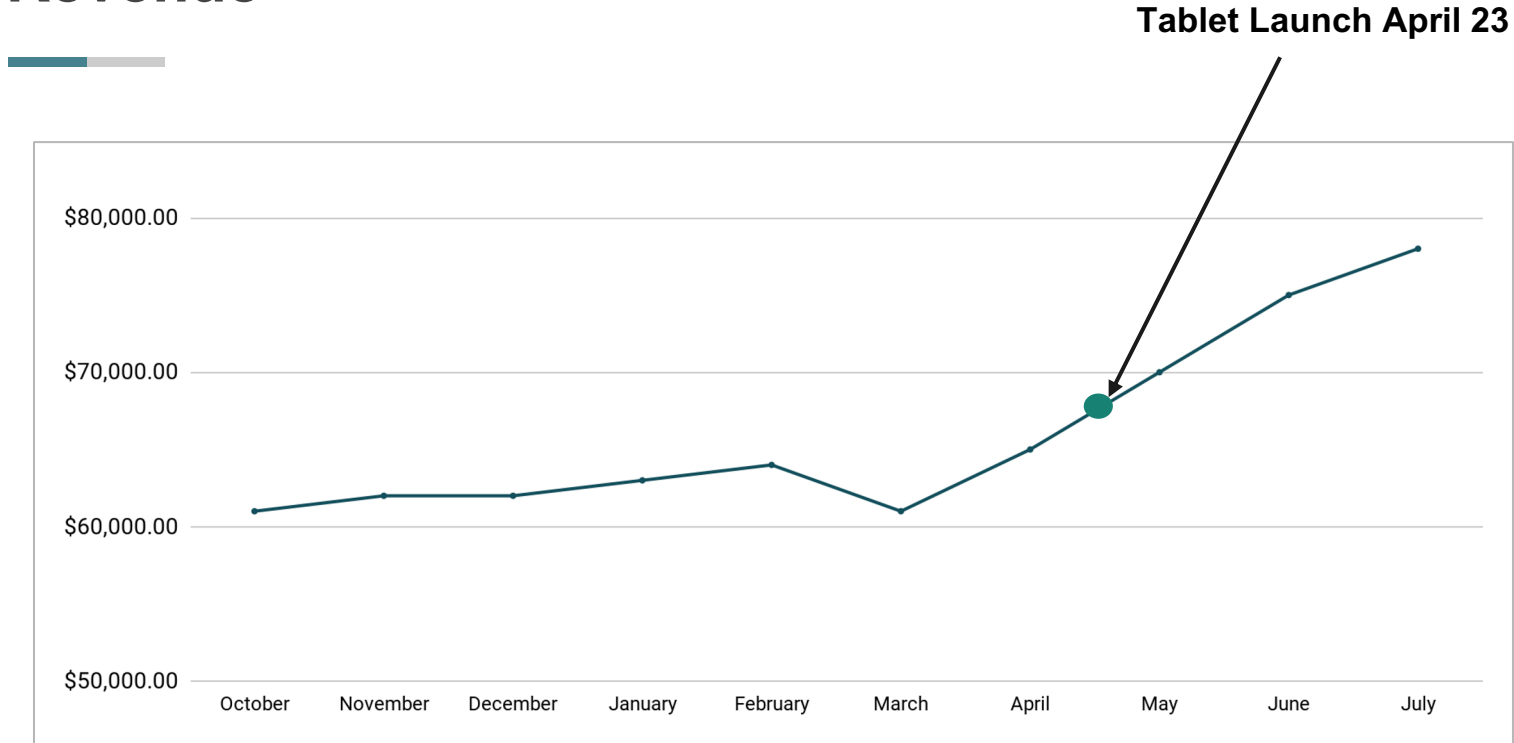
# Customer Satisfaction: Launch

**Q. On a scale of 1-5, please rate your experience with the tablet overall.**



This pie chart illustrates the results from the post-launch survey. 86% of respondents indicated a customer satisfaction score of 4 or 5. This is a 14% increase.

# Revenue



This is a chart of Sauce & Spoon revenue, showing that after tablet implementation, revenue increased. July revenue was up to 20% over April's monthly revenue.

# What Worked: Key Accomplishments

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## Decreased table turn time

- Implementation of the tablets increased the average daily guest count by 10%.
- Tablets also decreased wait time by 30 minutes.

## Decreased food waste

- Tablets identified who was receiving an incorrect order.
- Kitchen staff has taken the initiative to correct orders and decrease food waste by 50%.

## Increased customer satisfaction

- After the pilot, customer satisfaction was at 72%.
- Once we implemented improvements based on feedback, customer satisfaction increased to 86%.

## Increased sales

- Our monthly revenue has increased steadily since the tablet rollout, upwards of 20% since September/pre-rollout.
- Tablets also helped boost revenue during the holiday season.

# Next Steps: Looking Forward

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Initiative	Action	Date
Implement tablets in more locations	Create new project plan for new location installation	Q2
Continue to track customer experience and satisfaction	Continue surveying/ gathering data through various means	Ongoing
Expand tablet features	Investigate new features like social media integration, reservations, videos, etc.	Q4

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# Appendix

- Access all resources [here](#).