

Feedback From:	Type:	Description:
Customers	Went well	sign up for the newsletter on the tablet
Customers	Went well	Checkout process quick,easy, and secu
Customers	Went well	Kitchen preparing the order correctly
Customers	Needs improvement	Ease of use for the tablets
Customers	Went well	overall experience with the tablet
Project team	Went well	both locations
Project team	Needs improvement	Table turn time
Project team	Went well	Order tickets
Project team	Needs improvement	Technical glitches
Project team	Went well	Keep us on track with vendors
Project team	Went well	Customer Survey results
Project team	Needs improvement	birthday club participation
Project team	Needs improvement	general
Project team	Went well	bit longer than we hoped
Project team	Needs improvement	their operations before the main
Project team	Went well	waitstaff training process

## Evidence:

the newsletter on the tablets  
checkout process quick, easy, and  
72% of our orders are prepared correctly  
easy to navigate while 30% on neutral  
more. 14% of customers rated neutral  
tablets and payments.

decrease in both locations  
and were easy to keep track of. But  
during the POS integration process.  
stay on track and clarify task  
meaningful data, which shows that we  
Only 10% players signed up for  
We discovered a new internal  
operational issues that we hadn't  
was unaccounted for.

the front of house staff does and the  
handle a larger volume of orders.

## Actions:

we need to continue our support for  
increased but can see some  
we can make improvements on the  
The launch was successful but there is  
always room for improvements

managers to address this issue  
After implementing the updates to  
Kitchenware was a benefit of the  
maintenance for the issues that ran  
next series of rollouts  
of our customer satisfaction standards,  
participant list. We are also working  
better job of understanding each  
based on everyone's availability.  
experiences it will help everyone work  
comprehensive training session, or