

Sauce & Spoon Tablet Rollout

Impact Report



Executive Summary

Project Vision

The Project was aimed at installing the tabletop menu tablets in two restaurant locations (North and Downtown) to assist customers with quick and easy ordering options, and thus increasing customer satisfaction and generating additional revenue.

Key Accomplishments

We have reached all the goals and objectives set up at the beginning of the project:

- 72% of the customers were satisfied with the new tablets in the post-pilot survey, and the figure has reached 86% after we implemented improvements.
- Since the Tablet Launch on April 23, the revenue has increased by 20%.
- Table wait time decreased by 30 minutes and, as a result, the average daily guest count increased by 10%.
- The food waste was reduced by 50% due to effective handling of incorrect orders.

Lessons Learnt

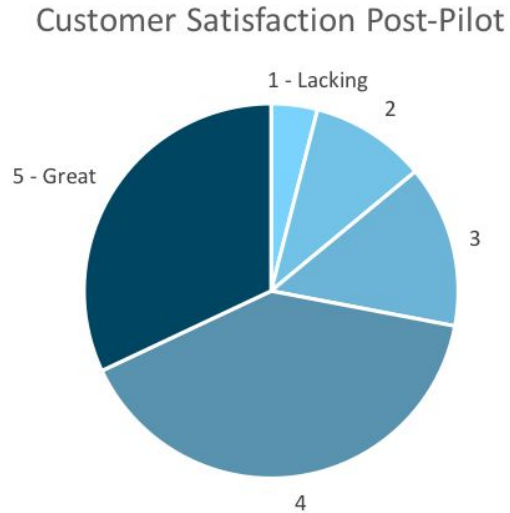
A thorough research of the history and guest preferences is needed before rolling out the tablets in new locations. We suggest finding an alternative vendor to avoid potential delays and issues with drastic changes in the contract.

Next Steps

Continue to track the main quality indicators (an average table turn time, guest count, the number of incorrect orders, etc.), and the level of customer satisfaction (through regular customer satisfaction surveys). Investigate new features like social media integration, reservations, videos, etc.

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.

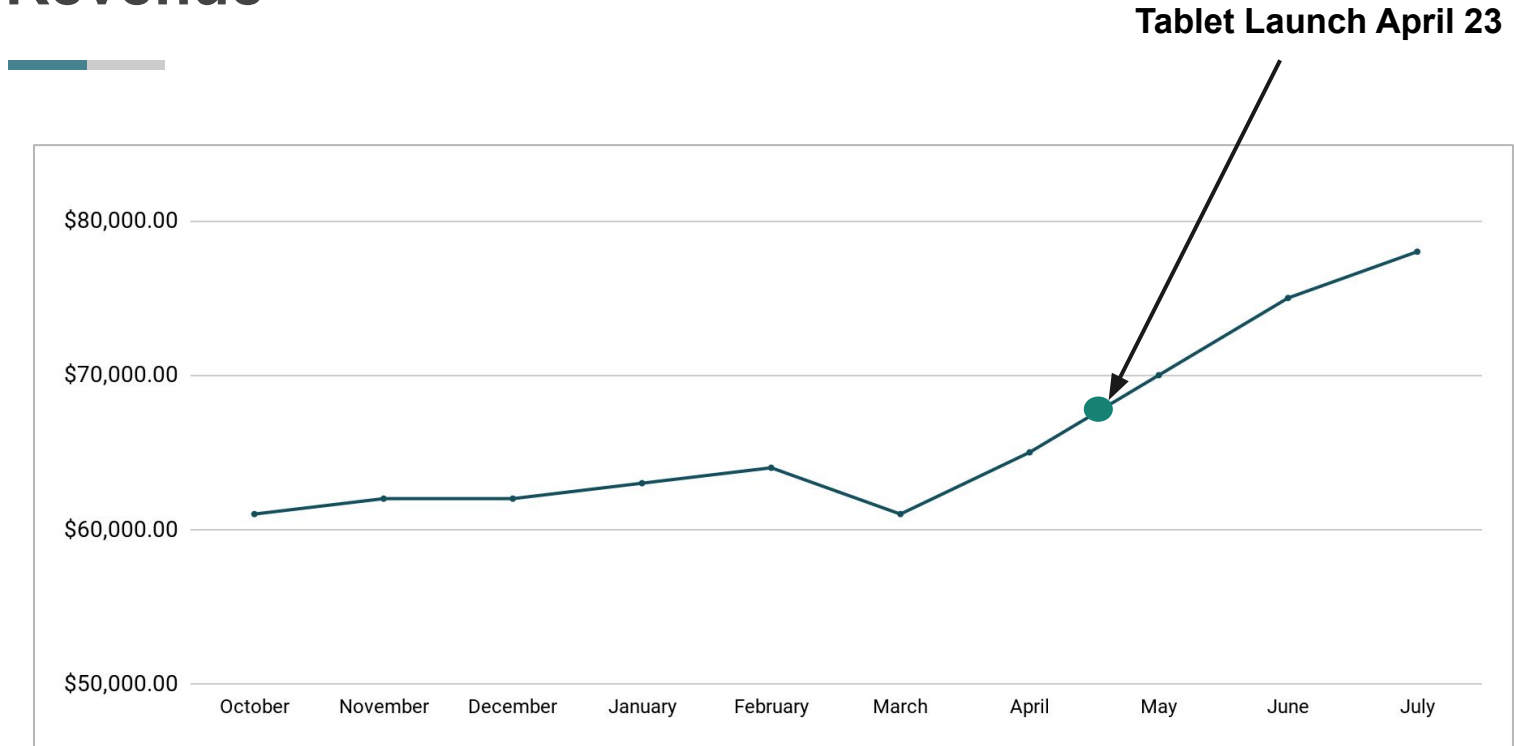
Customer Satisfaction: Launch

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

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

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

Appendix

- Access all resources [here](#).