

Menu Tablets Roll-out Project - Capstone Project from Google PM Course

Highlight

This capstone project was completed as part of my Google Project Management Certificate by Google from Coursera, demonstrating my ability to understand and implement Agile Project Management based on Scrum Methodology.

 [Completion Certificate for Google Project Management:](#)

Skills Acquired: Project Planning, Project Budgeting, Project Roadmapping, Managing & Automating Task Workflows, Risk Assessments, Product Backlogs, Sprint Planning, Quality Management, Project Documentation, Utilization of Asana Work Management Tool

Menu Tablet Roll-out Project

Problem Statement

The Amoon Restaurant experienced a persistent decrease in revenue and sales. This decline was attributed to rising customer complaints about slow service and incorrect orders, leading to food wastage and a shrinking customer base.

Project Plan

Executive Summary

The menu tablet roll-out plan at two restaurant locations in the bar area will allow Amoon Restaurant to serve more guests in less time, facilitate fast order placement, reduce food waste, increase revenue, and grow customer base. It will also provide valuable data to help Amoon meet its business goals.

Project Goals

- Implement menu tablets by the start of Q2
- Increase appetizer sales by the end of Q2
- Increase appetizer sales by 15% overall, with the North location targeted for a 10% increase and the Downtown location targeted for a 20% increase.
- Selling more appetizers and beverages will increase the average check total to \$75 by the end of Q2, resulting in increased profits.
- Reduce average table turn times by 30 minutes by the end of the second quarter (Q2), resulting in decreased customer wait time
- Increase average daily guest counts by 10% (by reducing table turn time)
- Cut food waste by 25% by the end of Q2

Benefits & Costs

Benefits

- Implementing tablet roll-out plan can reduce costs: staffing, order size and amount.
- Improve customer satisfaction and retention by providing timely and quality service.
- Provide the restaurant with a more effective ticketing system.
- Provide clear data points to track metrics to ensure the restaurant's success.

Costs

- Total estimated cost of the tablet rollout project is \$ 50,550
- Training Materials and Fees: \$10,000
- Hardware and Software Implementation Across Locations: \$30,000
- Maintenance (IT Fees Through EOY): \$5,000
- Updated Website and Menu Design Fee: \$5,000
- Other Customization Fees: \$550

Deliverables

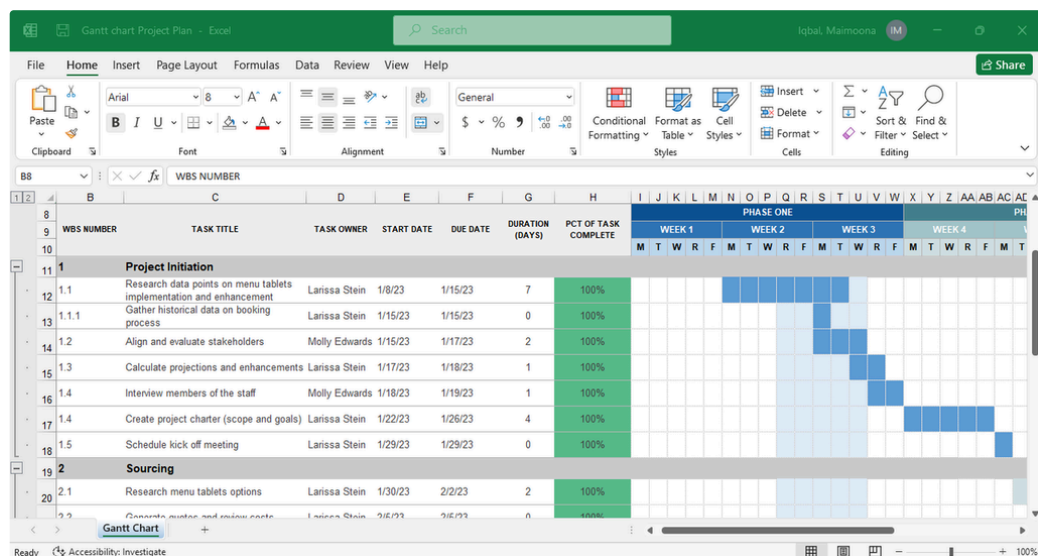
- Procure, ship, and install tablets in the bar area of two restaurant locations
- Clear data points to track metrics
- Integrate tablets with the existing POS system and host software
- A plan to train the staff on the new system
- Create and deliver menu add-ons
- Implement a post-dining survey to assess customer satisfaction



Must have:	<ul style="list-style-type: none"> • Pilot in May at two locations in the bar • Measure metrics to capture food waste and need of hiring more staff • Train staff and employees on software use. • Integration of tablets with current order and kitchen management systems. • Utilization of tablets for data collection and analysis to improve operational efficiency.
Not in scope:	<ul style="list-style-type: none"> • Change in policy on wrong order placement or claims by the customers. • Pilot program is not to be implemented in all branches of restaurants

Gantt Chart

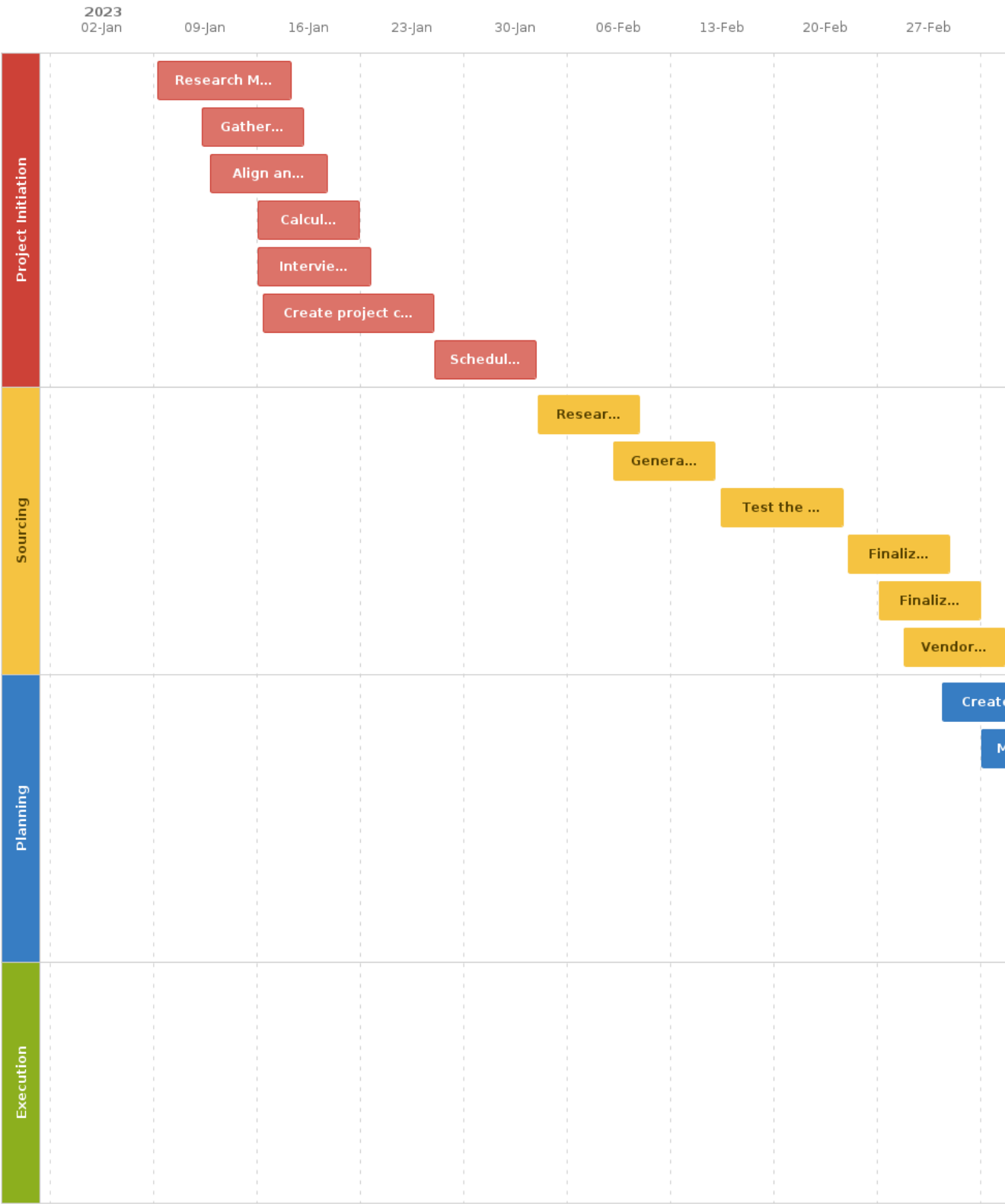
Here, I have provided an overview of the Gantt Chart, which outlines all tasks in a hierarchy along with their estimated timeline. The following roadmap offers further explanation.





Roadmap

A complete WBS shows tasks and their timelines



► Milestones and deadlines

Milestone	Owner	Role	Deadline
Finalize the menu tablet vendor	@Seydou Diallo	Restaurant Tech Consultant	15/02/2023
Finalize the customized menu tablet design	@Seydou Diallo	Restaurant Tech Consultant	01/03/2023
Test out menu tablets compatibility with existing POS software	@Seydou Diallo	Restaurant Tech Consultant	15/03/2023
Schedule vendor timeline and deliverables	@Seydou Diallo	Restaurant Tech Consultant	17/03/2023
Ensure marketing and branding of the restaurant with the launch of new menus	@Larissa Stein	Marketing and Sales Manager	20/03/2023
Schedule an electrician for wiring and tablets installation	@Deanna Coleman	Director of Operations	22/03/2023
Ensure the complete installation, vendor deliveries, wiring installation and tablets	@Molly Edwards	Project Manager	30/03/2023
Test the installed tablets, software and their functionality	@Seydou Diallo	Restaurant Tech Consultant	04/04/2023
Train the staff on new menu tablets	@Deanna Coleman	Director of Operations	12/04/2023
Schedule and perform user testing of newly installed menu tablets with friends and family before launch to get user feedback	@Nia Williams	General Manager	15/04/2023
Develop mitigation and support plan on the basis of user feedback	@Nia Williams	General Manager	22/04/2023
Schedule the launch day	@Molly Edwards	Project Manager	01/05/2023
Ensure the completion of the project	@Molly Edwards	Project Manager	15/05/2023

! Retrospective Review

Feedback From	Type	Description	Evidence	Actions
Customers	Went well	Overall customer experience with the tablet	72% has good to great experience	Take measures to see why the rest of the customers were not satisfied
Customers	Went well	Waiter instructions to use the tablet	76% went well	Provide additional training assistance to the staff to fill the gaps

Customers	Needs improvement	Tablet navigation	48% find it easy, 30%neutral, 22% difficult	Work on Tablet user interface
Customers	Needs improvement	Table wait time	54% waited 15+mins	Take additional measures to see, from where the delay comes, closely see the timing of serving and kitchen staff
Customers	Needs improvement	Technical issues with the tablet	12% reported issues	Work with the IT team to resolve those issues, since only 5% goal of customer complaints didnt meet here
Project team	Went well	Guests seemed to get the hang of the tablets	Tablets working fine	Consult IT to resolve the internal operational issues that hindered the staff in performing tablet functions
Project team	Went well	Tickets were easy to track and came through at a good pace	Processing was smooth	Implementing some updates to kitchen operations
Project team	Needs improvement	72% of customers reported that their orders were correct	28% have random problems	Since the goal was 98% order accuracy, take additional measures to see why it did not go well.
Project team	Needs improvement	Table turn time couldnt decrease	Wait time was more than 15mins	Back-of-house staff should scale up their operations
Project team	Needs improvement	Technical issues during the POS integration process	Routine maintenance issues	Update the process manual so that the solution is easy to find next time that issue comes up
Project team	Needs improvement	Less participants for the birthday club	only 16% sign up	Working with the designer to update the content on the website and the tablets to make it

				the birthday club offer more attractive
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Impact Report

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