



Closeout Report

Point-of-Service Tablet System Rollout

Project Summary

- Our goal was to launch a test rollout of tabletop menu tablets at the Sauce & Spoon North and Sauce & Spoon Downtown bar areas, to assist customers with quick and easy ordering options. This would allow us to decrease average table turn time, increase average check total and average daily guest counts and increase cost efficiency, which would help ensure the restaurant's success.
Pilot run for Q2 (April through June) of 2022.

Methodology

- A Waterfall approach was used throughout the entire project.

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	<p>Training materials and fees: \$10,000</p> <p>Hardware and software implementation across locations: \$30,000</p> <p>Maintenance (IT fees): \$5,000</p> <p>Updated website and menu design fee: \$5,000</p> <p>Other customization fees: \$550</p>	<p>Training materials and fees: \$7,486</p> <p>Hardware and software implementation across locations: \$3,600 annually</p> <p>Maintenance (IT fees): \$0 (included with hardware order subscription)</p> <p>Updated website and menu design fee: \$4,250</p> <p>Other customization fees: \$578</p>	Overall, we nearly matched our budget
Planned Scope vs Delivered Scope	<p>Install tablets at two restaurant locations</p> <p>Launch at the beginning of Q2 (April 1)</p> <p>Create a plan for how to train staff on the new system</p>	<p>Physically installed tablets at two restaurant locations via electrician</p> <p>Added menus, coupons, branding, and additional content to tablets</p> <p>Integrated tablets with POS system</p> <p>Negotiated with tablet vendor over timing</p> <p>Created a plan for training</p> <p>Managed waitstaff expectations and concerns</p> <p>Trained BOH and FOH</p> <p>Created system for maintenance/locking</p> <p>Implemented system of surveying and measuring customer satisfaction</p>	We didn't realize how many moving pieces we were going to encounter

Key Accomplishments

- Reduced table turn time by 30 minutes and shortened wait times for tables.
- 20% increase in the daily guest count at the Sauce & Spoon Downtown location.
- Reduced food waste by 25%.
- Average tablet checkout time of one minute or less.

Lessons Learned

- **Navigation:** Our customers seemed to have some trouble with the original navigation, so we considered the ease of use for them and switched to a simpler layout.
- **Table turn time:** Training and getting waitstaff to be more aware of guest pacing helped us reach our target of reducing turn time by 30 minutes and having shorter wait times for tables.
- **Payment process:** Resolved the issues regarding cash payments by creating clearer messaging around payment options and streamlining the process for customers who need to pay with cash.
- **Tech issues:** Resolved glitches in the tablets by creating a pre-service testing checklist and going through it.
- **Food waste reduction:** The customers were still receiving incorrect orders during the pilot test. This was fixed by getting aligned on the common goal of providing a great customer experience, looking at all possibilities for errors and improve processes accordingly.

Next Steps

- Continue to survey and solicit feedback from guests in order to find improvement opportunities.
- Continue to improve order accuracy.

- Plan to roll out tablets at other Sauce & Spoon locations.

Project Documentation Archive

- [Project Proposal](#)
- [Project Charter](#)
- [Project Plan](#)
- [Findings Presentation](#)