Sauce & Spoon

Test Launch Findings:
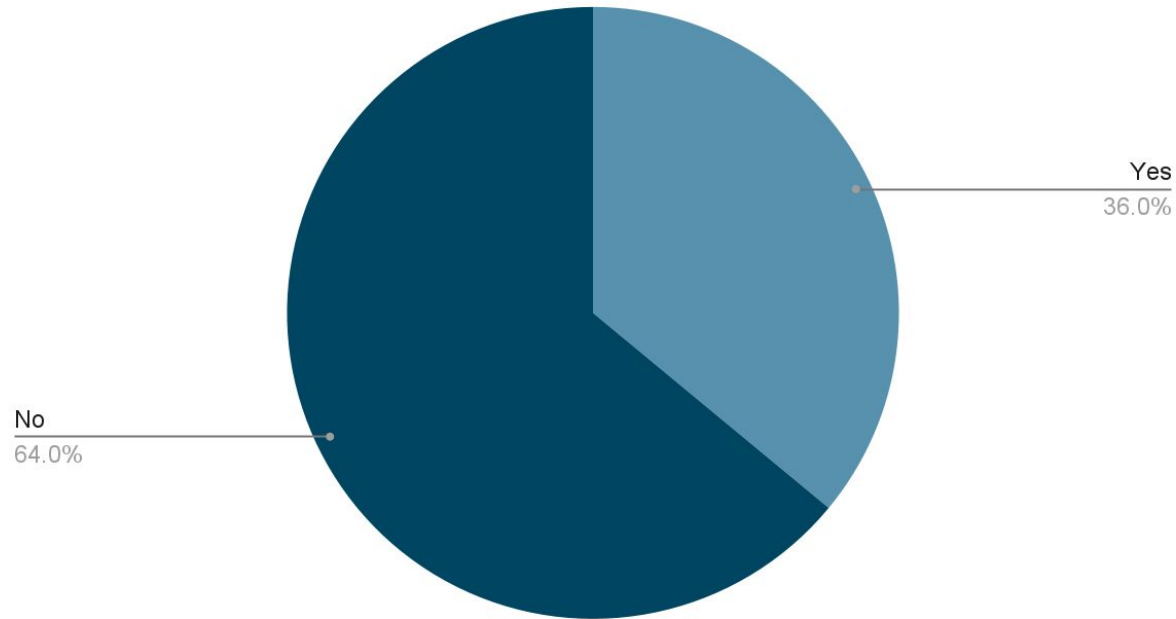# Tablet Rollout

Summary

The Rollout Tablet's Sauce & Spoon has been reaching the last of stage in launching, which is the test launch. The goal is to know what gone right and what gone wrong in the rollout tablet implementation before the rollout tablet officially launch for customer use.

Overview

We conducted a survey for the 50 customers that participated in our test launch. For the test launch, we asked the customers to engage with the newly implemented tablets, as if they were participating in a typical restaurant experience. The customers were sent a digital survey after their experience ended

Findings

Tablet used for multiple order percentage

Yes
36.0%

No
64.0%

Next Steps

Recommendation: The Rollout Tablet's multiple order features need more socialized massively to encourage the customer to use the Rollout Tablet more efficiently rather than to make per one order.

Next Steps

Recommendation: The Rollout Tablet multiple order features could implement the discount feature for multiple ordering menus to make the customer make multiple ordering rather than only one.