

# Sauce & Spoon Tablet Rollout

Impact Report



# Executive Summary

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Our goal was to improve current restaurant operations by implementing a digital menu and a guest-facing point-of-sale (POS) system. Project implementation was in Q2, followed by a pilot phase in Q3.

We were able to increase revenue by 20% two months after launch, and increased customer satisfaction by 19% by implementing tablets and optimizing location processes.

The main feedback we received was that our clients wanted to better accommodate cash payment option and have easier tablet navigation. Internal feedback is to reduce food waste, we plan to address that moving forward, while launching different locations as well.

# 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.

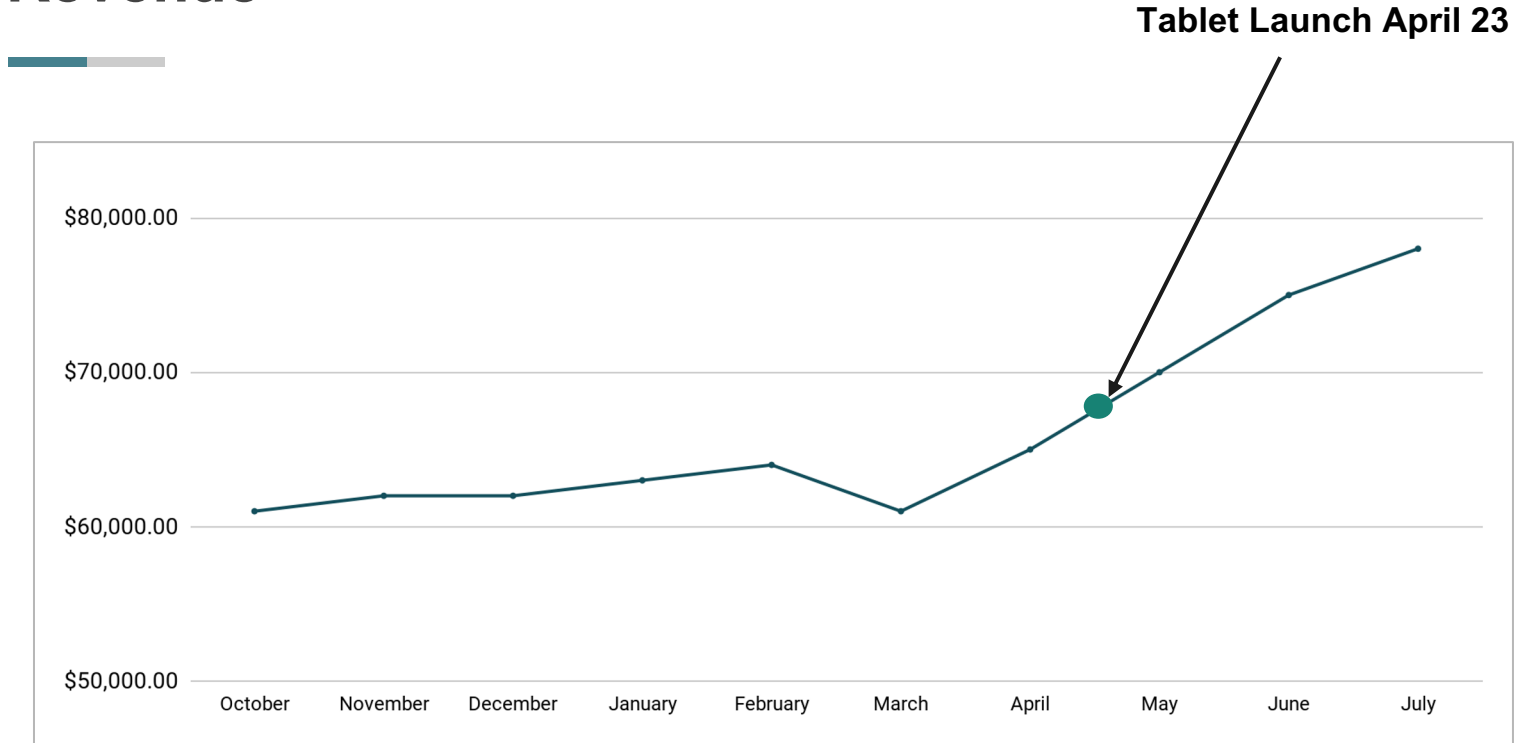
# Customer Satisfaction: Launch

**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 19% 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

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## 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

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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

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# Appendix

- Access all resources [here](#).