



[Title]

Summary

- Tablets in the bar areas of North and Downtown
- Launch at the end of Q2
- Pilot phase in Q3
- First pilot summary for Friends & Family run

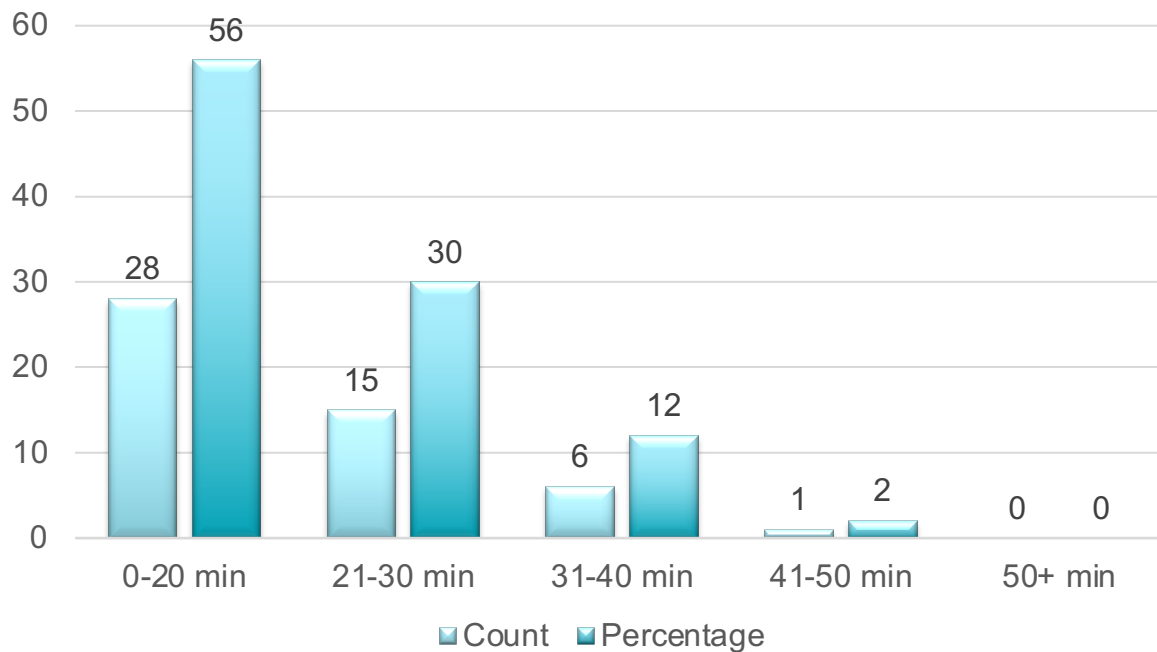
Overview

50 customers participated in our test launch

In the survey we wanted to know:

1. General customer info
2. How many orders they used tablet for
3. Tablet experience
4. Instructions experience
5. Wait times
6. Process experience

Findings – Average order time



Next Steps

We found out that the order process needs to be simplified

Action points:

1. Peta to discuss with design manager
2. Peta to call a stakeholder meeting
3. Approve changed process
4. Roll out new update and refresh survey

Next Steps

We found out that we have an issue in order preparation

Action points:

1. Kitchen manager to investigate
2. Peta to call a stakeholder meeting to discuss what we found