|  |  |
| --- | --- |
|  | **Closeout Report:**  **Tablet Rollout`** |

# Project Summary

* The Sauce & Spoon tablet roll-out project aimed to implement a tablet-based ordering system at two restaurant locations, improving customer experience, increasing table turnover rates, and reducing food waste. Key success criteria included achieving a reduction in table turn time, streamlining the payment process, improving customer satisfaction, and ensuring minimal technical issues.

# Methodology

* The project employed a combination of traditional and agile project management methodologies. The initial phase followed a traditional approach for planning and scheduling, including the setup of hardware, training, and creating system integration plans. During the test launch, feedback was gathered in an agile fashion, allowing for iterative changes based on real-time feedback. This allowed the team to adjust the layout of the tablet interface and optimize training for staff in response to challenges encountered during the test phase.

# 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** | Training materials and fees: $10,000  Hardware and software implementation across locations: $3,500  Maintenance (IT fees): $5,000  Updated website and menu design fee: $5,000  Other customization fees: $550 | Training materials and fees: $7,486  Hardware and software implementation across locations: $3,600 annually  Maintenance (IT fees): $0 (included with hardware order subscription)  Updated website and menu design fee: $4,250  Other customization fees: $578 | Overall, we nearly matched our budget |
| **Planned Scope vs Delivered Scope** | Install tablets at two restaurant locations  Launch at the beginning of Q2 (April 1)  Create a plan for how to train staff on the new system | Physically installed tablets at two restaurant locations via electrician  Added menus, coupons, branding, and additional content to tablets  Integrated tablets with POS system  Negotiated with tablet vendor over timing  Created a plan for training  Managed waitstaff expectations and concerns  Trained BOH and FOH  Created system for maintenance/locking  Implemented system of surveying and measuring customer satisfaction | We didn’t realize how many moving pieces we were going to encounter |

Key Accomplishments:

· **Achieved Key Goals:** The project met and exceeded its goals, with the Downtown location achieving a 20% increase in daily guest count (goal: 10%) and successfully reducing table turn time by 30 minutes.

· **Guest Experience Improvement:** Tablet navigation was simplified after the pilot phase, improving user experience and reducing confusion.

· **Successful Tech Integration:** The tablet checkout time stayed at one minute or less, and technical issues were minimized to less than 5% of customers reporting problems weekly, thanks to pre-service testing.

· **Team Alignment:** Waitstaff training was successfully implemented, leading to faster service and better coordination between FOH and BOH staff.

· **Food Waste Reduction:** The kitchen staff reduced food waste by 25%, meeting the project’s sustainability goal.

# Lessons Learned

· **Unforeseen Challenges:** The initial launch revealed unanticipated issues with tablet navigation and order accuracy, which were addressed through iterative feedback and collaboration.

· **Communication Is Key:** Aligning staff expectations from the beginning, especially with the waitstaff and kitchen staff, was essential for meeting project goals and addressing issues effectively.

· **Adjustment Period for Staff:** While the new system was beneficial, there were initial challenges with adaptation, particularly in the kitchen where some incorrect orders were reported.

· **Continuous Improvement:** The system of surveying customer satisfaction and gathering feedback for ongoing improvements proved invaluable, highlighting areas for further optimization in future rollouts.

# Next Steps

· **Ongoing Maintenance:** The system will continue to be supported by the IT vendor, which covers maintenance fees as part of the hardware subscription.

· **Future Rollouts:** Further tablet rollouts will need additional consideration of team readiness and deeper analysis into customer satisfaction to ensure smooth implementation.

· **Post-Project Evaluation:** It’s essential to review any remaining open action items, including fine-tuning staff training processes and addressing any remaining tech-related concerns before expanding to other locations.

· **Ownership Moving Forward:** Molly Edwards will take over the project for the next rollouts, ensuring that lessons from this initial phase are applied to future implementations.

# Project Documentation Archive

* [link the project proposal]
* [link the project charter]
* [link the project plan]
* [link the evaluation findings presentation]