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

Project Summary

We plan to launch a pilot rollout of tabletop tablet menus at two of Sauce & Spoon’s five locations. This will speed up service, and allow us to turn tables more quickly and serve more guests. Additionally, it will give us clear data points to track metrics so that we can help ensure the restaurant’s success.

Methodology

* We used combination of Agile and Waterfall models

Results

Performance Baseline:

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| --- | --- | --- | --- |
|  | **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:

* Installed tablets at two locations of Sauce and Spoon’s five locations.
* Delivered a simple and easy to use layout of the tablets.
* Reduce table turn around time by 30 minutes
* Increased daily customer count by 10%.
* Average table checkout time was reduced to one minute or less.
* Clear messaging around payment options so that customers preferring cash can efficiently pay by cash.
* 72% of Customers have ratings of 4 or 5.
* Less than 5% of technical issues are reported each week.
* Food waste was reduced by 25%.

Lessons Learned

* We assumed by implementing tablets, table turn time will be decreased but we later have to work with GMs to speed up the process by training.
* Not including the clear message of paying by cash in the checkout process, we found that paying by cash is delaying the checkout process so we indicated the clear messaging at the checkout process.

Next Steps

* Plan a rollout to other locations
* Continue to improve order accuracy