

Tablet Pilot Findings

Milestone: Restaurant tablet pilot launched

How we got there...



Evaluation

Did we achieve our goals?

Were customers satisfied?

In order to evaluate the tablet launch, we asked guests to complete a survey on the tablet at the end of their visit.

Results

72%

of guests rated their experience as
either a 4 or 5 (Great)

Recommendation #1

Survey Finding: Table turn time didn't decrease

Recommendation: Work with GMs on speeding up guest visits



Recommendation #2

Survey Finding: Tablet malfunctions

Recommendation: Implement process for checking tablets before service/changing out tablets between guests

