



Closeout Report: Tablet Rollout

Project Summary

- The project aims to install the tablets in the Bar section North and Downtown locations for delivering a seamless experience to customer while placing the order and making the payment.

Methodology

- In this project, Predictive, Plan-Based commonly known as “Waterfall” methodology was used to carry out the project. Formal initiation of the project was done followed by development a detailed project consisting of scope, time, cost, procurement & risk management plans. Then the project was executed, monitored & controlled according to plan & resources.

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	Training materials and fees: \$7,486	Overall, we nearly matched

	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	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	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:

- 72% customers had a good overall experience
- 78% customers signed up for newsletter
- 12% technical issues with the tablet.

Lessons Learned

- Need to change strategy to reduce the table turn time
- Implement tablet checking between table turn

Next Steps

- All the decided improvements will be made.
- Tablets will be rolled out to 1 or 2 other sections.

Project Documentation Archive

- Project Charter
- Stakeholder Analysis Report
- Project Plan
- Evaluation Survey Report
- Retrospective Review
- Closeout Report
- Executive Summary