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

# Project Summary

* The launch of tablet rollout at our two locations is planned for April 23rd with a goal of increasing the guest count by 10% by reducing the table turn time. This will have a potential impact on revenue which is expected to bump up by 10% and 20% each in the respective locations.

# Methodology

* A combination of both Agile and Lean methodology was used. The installation of the tablets used Lean principles which helped eliminate wastes in the process. The software integration used agile principles which sped up the process and increased quality.

# 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: $30,000  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: $36,000 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 wait staff 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:

* Reduced the table turnaround time to 30 mins through training and getting wait staff to be more aware of guest pacing.
* Daily guest count was increased by 20% as opposed to the initial goal of 10%.
* Decreased the wait time for the tables.
* Average tablet checkout time stayed at one minute or less.
* Only 5% of the customers reported technical issues.
* Reduced food wastage by 25%

# Lessons Learned

* Training and getting wait staff to be more aware of guest pacing was an important step to reduce the table time.
* A simple layout was adopted which the customers found easy to use and navigate through the tablet.
* Clear and concise messages around online payments improved the checkout process.
* A new cash register was set up by the kitchen area to speed up cash payments.
* Weed out the glitch tablets through the new pre-service testing checklist.

# Next Steps

* Increase the order accuracy to meet the initial goal of 95% with proper training of the wait staff and the kitchen staff.
* Maintain the table turn time within 30 minutes which is impact the guest count.
* Maintain the technical issues reported less than 5% by proper maintenance of the tablet and training the staff.
* Continue to track customer experience and satisfaction.
* Peta will own this project and act as the project manager for all future changes to be implemented.

# Project Documentation Archive

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