Sauce & Spoon Tablet Rollout Project Closeout Report

Project Summary

The Sauce & Spoon Tablet Rollout project successfully implemented tablet ordering systems at two restaurant locations to improve customer experience, operational efficiency, and reduce table turn times. The project aimed to modernize the dining experience by allowing customers to place orders, make payments, and engage with marketing content directly through table-mounted tablets. Key success criteria included achieving 98% order accuracy, reducing table wait times to under 10 minutes, maintaining technical reliability with less than 5% customer-reported issues, and ensuring 70%+ customer satisfaction with the new system. The project launched on schedule April 23rd with comprehensive staff training, system integration, and customer feedback collection mechanisms in place.

Methodology

The project utilized a hybrid project management approach combining traditional waterfall methodology for hardware installation and system integration phases with agile practices for iterative testing and feedback incorporation. Traditional project management was applied during the planning, procurement, and installation phases to ensure proper coordination with vendors, electricians, and POS system integration. Agile methodologies were employed during the testing phase, incorporating rapid feedback cycles through customer surveys, staff retrospectives, and continuous improvement processes. The project included structured quality assurance processes with defined evaluation criteria, comprehensive staff training programs, and systematic customer satisfaction measurement through 15-question surveys administered to 50 test launch participants.

Key Accomplishments

- **Successful System Implementation**: Achieved 100% on-time delivery with tablet systems fully operational at both locations on April 23rd launch date
- **Strong Customer Acceptance**: 72% of customers rated the tablet experience as Good or Great, with 70% preferring tablet-only or mixed tablet/waiter experiences
- **Effective Payment Processing**: 82% of customers found the checkout process quick, easy, and secure, with 66% expressing confidence in tablet payment security
- **High Marketing Engagement**: 78% of customers signed up for the restaurant newsletter through tablet interface, demonstrating successful customer engagement
- **Comprehensive Staff Training**: 76% of customers rated waiter tablet instruction as "very well," indicating successful staff preparation
- **Budget Performance**: Project came in under budget at $15,914 actual vs $24,050 planned costs due to negotiated vendor pricing and included maintenance fees

• **Technical Reliability**: 88% of customers experienced no technical issues with tablets during test launch

Lessons Learned

• **What Went Well**:

- Systematic evaluation approach with pre-defined quality standards enabled objective performance measurement

- Comprehensive staff training program resulted in effective customer onboarding to new technology

- Early vendor negotiations and hardware subscription model reduced overall project costs significantly

- Customer feedback collection through structured surveys provided actionable insights for improvement

• **What Didn't Go Well**:

- Order accuracy fell significantly short of 98% goal, achieving only 72% due to kitchen-tablet communication gaps

- Table wait times exceeded targets with 54% of customers waiting 15+ minutes vs 10-minute goal

- Technical stability issues affected 12% of customers vs 5% goal, including screen freezing and system glitches

- Cash payment process created negative experiences for 10% of customers due to inadequate POS integration

• **Unforeseen Benefits/Consequences**:

- Higher than expected marketing engagement opened new customer relationship opportunities

- Tablet content (videos, branding) enhanced customer experience beyond core ordering functionality

- Project complexity was underestimated with more integration challenges than anticipated

• **Process Issues**:

- Kitchen integration with tablet orders required more development than planned, leading to order accuracy problems

- Cash payment workflow was not adequately designed during planning phase

- Technical troubleshooting procedures needed enhancement for staff to handle customer issues effectively

Next Steps

- **Immediate Action Items (30 Days)**:

  - Install second cash register near kitchen to improve cash payment processing efficiency
  - Implement visual order confirmation screens with menu item previews to address order accuracy
  - Deploy software updates to resolve technical stability issues (screen freezing, glitches)
  - Create enhanced staff training materials for technical troubleshooting and cash payment procedures

- **Medium-term Development (30-60 Days)**:

  - Integrate tablet reservation system with host station management to reduce wait times
  - Implement predictive table turnover analytics using tablet usage data
  - Redesign tablet navigation interface based on customer feedback (only 48% found it easy to use)
  - Develop kitchen display system integration to improve order communication accuracy

- **Long-term Strategic Initiatives (60+ Days)**:

  - Roll out tablet systems to additional Sauce & Spoon locations using lessons learned
  - Implement customer choice options allowing traditional waiter service preference
  - Develop advanced analytics dashboard for ongoing performance monitoring
  - Explore mobile payment integration options requested by customers

- **Project Ownership Transfer**:

  - Operations team will assume ongoing maintenance and performance monitoring responsibilities
  - IT team will handle technical support and system updates
  - Recommend future project managers focus on change management and stakeholder communication skills given complexity of restaurant operations integration

Project Documentation Archive

- **Project Proposal**: [Link to initial project proposal document outlining business case and objectives]
- **Project Charter**: [Link to signed project charter establishing scope, timeline, and success criteria]
- **Project Plan**: [Link to comprehensive project plan with task breakdown, timeline, and resource allocation]
- **Evaluation Findings Presentation**: [Link to stakeholder presentation summarizing test launch results and recommendations]
- **Customer Survey Results**: Test Launch Customer Survey Results Data (50 participant responses)
- **Retrospective Documentation**: Team retrospective findings and improvement action items

- **Quality Standards Documentation**: Evaluation questions and indicators for ongoing performance measurement