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

# Project Summary

* The goal of this project is to roll out table top tablet menus at North and Downtown locations to improve customer service and maintain food quality.

# Methodology

* Waterfall methodology was followed

# 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  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: $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:

* Tablet launch
* Improvement of customer satisfaction by 16%
* Reduced food waste

# Lessons Learned

* Consider other payment scenarios - like cash
* Check with contractors of any potential upgrade

# Next Steps

* Roll out tablet in other locations
* Continue to collect feedback and improve

# Project Documentation Archive

* Project charter:

https://docs.google.com/document/d/19QjnrcUCc4f3Cwzu-AQuGXqecLJ3MLOrIt9ktjTnQn4/edit

* Project plan:

https://docs.google.com/spreadsheets/d/1qqFeg60hZTYXACVwc6\_PFKjWE\_HiE65wsa-CwNl95Tk/edit#gid=1932669938

* Evaluation findings:

https://docs.google.com/presentation/d/1SgCUMZEhn-JrAsR\_h2icl1bVCa2C5OzNmkYWeMPnM78/edit?usp=sharing

* Email:

https://docs.google.com/document/d/1Lfghh7uZNstdYSb5xV3AftrUToSozlAbZ1gkAMiUJRk/edit

* Impact report:

https://docs.google.com/presentation/d/1ZwYh3j8DxwqO9ctpnEE3DvFdpLyoLSC-xbFct9vheYY/edit?usp=sharing&resourcekey=0-wuZmRIQ2pYhH4EZgGQq64A