

Congratulations! You passed!

Grade received 100%

To pass 100% or higher

**Go to next
item**

1. In this activity, you will consider how the email scenario from the previous activity (Peta and Gilly's checkout challenge) could impact Sauce & Spoon's objectives and key results (OKRs). Start by reviewing the email:

1 / 1 point

To: Peta (Project Manager)

From: Gilly (North Location General Manager)

Subject: Customer Survey Results

Hi Peta,

I reviewed the customer survey results from the tablet pilot test launch. From my perspective, one piece of negative feedback stood out from the rest. Several of the customers mentioned they had a negative experience when paying with cash.

I believe this is an important issue to resolve because about 10% of our customers pay in cash. I think it may negatively impact the restaurant if 10% of the customers are having a negative experience with the checkout process. This could lead to fewer repeat customers. It could also lead to unenthusiastic word-of-mouth and less than stellar online reviews.

We should come up with a new process to more quickly handle cash payments. I really like the new tablets, but we need a checkout process that works well for both credit card, and cash. Regarding the new process, it would help to make cash more accessible to our wait staff. Currently, they have to go to the bar to access the cash register. We should consider adding a second register by the kitchen. Also, to get ahead of the issue, I think wait staff should ask customers if they're paying with cash or a credit card.

Please let me know how we should proceed with an improved cash checkout process. I think we can figure out something that will work well alongside the new tablets. I'm excited to use the new menu tablets full-time!

Sincerely,

Gilly

General Manager - Sauce & Spoon North Location

Have you read the email?

☒ I have!

☒ **Correct**

Great! Compare your answers to the feedback provided below.

2. Review the following list of Sauce & Spoon OKRs. Pick 1-2 OKRs that could be impacted by the problem Gilly describes in the email. Write them in the box below.

1 / 1 point

- Serve delicious meals and provide an enjoyable dining experience in less than an hour
- Keep our operating expenses low and our budget precise in order to focus on providing high-quality food
- Ensure each large investment undergoes an analysis and results in a positive return.
- Maintain a 4.5 star rating on our review platform
- Consistently innovate through annual projects, like menu tablets, to give customers a better dining experience
- Host quarterly employee ideas and feedback night

Serve delicious meals and provide an enjoyable dining experience in less than an hour: If the cash checkout process is not efficient, it could lead to delays and longer wait times, affecting the goal of providing a timely dining experience.

Maintain a 4.5 star rating on our review platform: Negative experiences with the cash checkout process, as mentioned by Gilly, could result in lower customer satisfaction

and potentially lead to negative online reviews, impacting the restaurant's overall rating.

✓ **Correct**

Thank you for your response. Did you choose “Maintain a 4.5 star rating on our review platform” or “Serve delicious meals and provide an enjoyable dining experience in less than an hour?” These two OKRs could be affected by the problem addressed in Gilly’s email to Peta.

3. Select one of the OKRs you chose in the previous question. Then write 1-2 sentences to stakeholder Deanna (the Director of Operations) explaining how the project problem could affect the OKR. Remember, it can be helpful to reference OKRs when communicating with stakeholders about project problems.

1 / 1 point

To: Deanna (Director of Operations)
From: Peta (Project Manager)

Subject: Impact of Cash Checkout Process on OKR: Serve delicious meals and provide an enjoyable dining experience in less than an hour

Dear Deanna,

I wanted to bring to your attention an issue raised by Gilly, the General Manager of the North Location. It appears that several customers had a negative experience when paying with cash during the tablet pilot test launch. This problem could potentially impact our OKR of serving delicious meals and providing an enjoyable dining experience in less than an hour. Delays caused by an inefficient cash checkout process could result in longer wait times and hinder our ability to deliver a timely dining experience to our guests.

We are currently exploring options to improve the cash checkout process, such as making cash more accessible to the wait staff by adding a second register near the kitchen. By addressing this issue promptly, we can ensure that our guests have a seamless and enjoyable dining experience, aligning with our OKR objectives.

Please let me know if you would like to discuss this further or if you have any suggestions on how to resolve the issue.

Best regards,
Peta
Project Manager - Sauce & Spoon

✓ **Correct**

Thank you for your response. One example could be:

“If we don’t provide an efficient cash checkout process, it could lower our online reviews and impact our OKR of maintaining a 4.5 star rating.”

An example with the other OKR could be:

“If we don’t provide an efficient cash checkout process, it could cause delays that affect our OKR of providing an enjoyable dining experience in less than an hour.”