

Congratulations! You passed!

Grade received 100%

To pass 100% or higher

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item**

1. In this activity, you'll act as Peta and summarize an email regarding a problem with the Sauce & Spoon test pilot. You will summarize the problem to Deanna, the Director of Operations (a stakeholder). To begin, please read the email below:

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 less 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 with both the credit cards, 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. Using the email above, describe the problem that Peta needs to address to the stakeholder Deanna, the Director of Operations.

1 / 1 point

The problem that Peta needs to address to Deanna, the Director of Operations, is the negative customer experience when paying with cash during the tablet pilot test launch. Gilly, the General Manager of the North location, has highlighted that approximately 10% of customers pay in cash and their negative experiences with the checkout process could impact the restaurant's reputation, customer retention, and online reviews. Peta needs to find a solution to improve the cash checkout process, make cash more accessible to wait staff, and ensure a smooth integration of cash payments alongside the new tablets.

☒ **Correct**

Thank you for your response. A problem to consider is the slow cash checkout process.

3. Using the problem you identified, explain it in a professional manner to Deanna, the Director of Operations. Remember, it's your responsibility as a project manager to synthesize information into a short summary that clearly communicates the issue to the stakeholder. Consider including how to resolve the issue. Write 1-2 sentences.

1 / 1 point

Dear Deanna,

I wanted to bring to your attention a significant issue that emerged during the tablet pilot test launch. According to the customer survey results, a number of customers reported a negative experience when paying with cash. Given that approximately 10% of our customers use cash, it is crucial that we address this problem promptly to ensure customer satisfaction and mitigate potential negative impacts on customer retention and online reputation. To resolve this, I recommend implementing a new cash checkout process that includes adding a second cash register near the kitchen and instructing wait staff to proactively inquire about the payment method to provide a smoother and more efficient experience for our customers.

Best regards,
Peta
Project Manager

**Correct**

Thank you for your response. One way to communicate the problem to Deanna could be:

On the feedback survey, customers stated they had a slow checkout experience when paying with cash, which will negatively affect about 10% of customers. Gilly and I recommend asking customers if they are paying in cash or credit, and adding a second register next to the kitchen.