Customer Survey Results: Sauce & Spoon Tablet Test Launch

Summary

- Successfully launched the Sauce & Spoon Tablet Test, implementing tablets for ordering and dining experience.

- Achieved by integrating tablets into the restaurant's operations, training staff, and ensuring a seamless customer experience.

Overview

1. Customer Ordering Experience
   - Ease of tablet navigation and ordering process
   - Waiter instructions on tablet usage
   - Comparison of tablet experience with traditional waiter interaction
2. Operational Efficiency
   - Average ticket time for appetizers and entrees
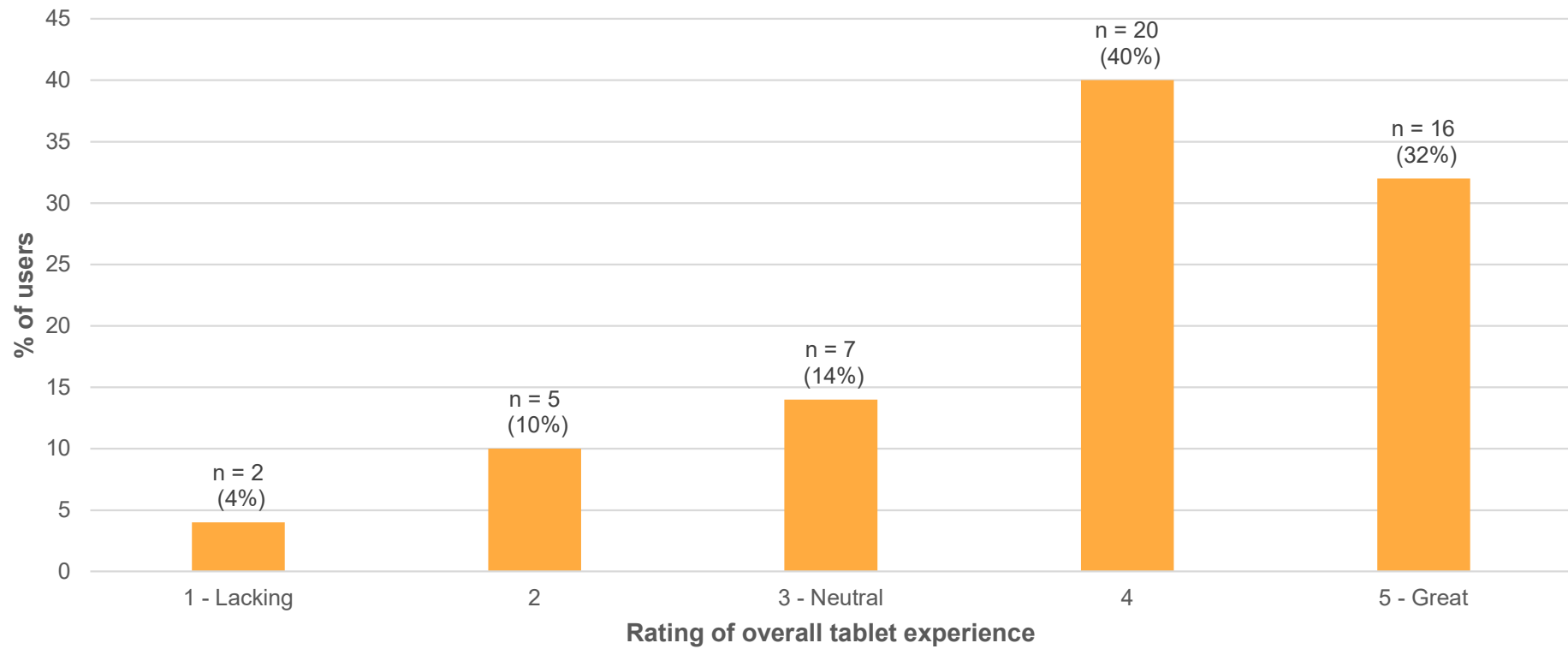   - Table turn time reduction
   - Check-out time
3. Technical Performance and Reliability
   - Percentage of customers reporting technical issues with tablets
   - Customer confidence in using tablets for payment
4. Order Accuracy and Kitchen Performance
   - Order accuracy rate
   - Customer satisfaction with kitchen preparation and customization

Next Steps

- Enhance tablet performance and stability to minimize technical issues reported by customers.

- Provide ongoing technical support and regular updates to address any glitches or freezing.

Next Steps

- Conduct additional training for waitstaff to ensure they effectively guide customers in using the tablets and address any concerns.

- Offer a mix of tablet ordering and waiter interaction to cater to customer preferences and provide a personalized dining experience.