



Closeout Report: Tablet Rollout

Project Summary

- This project aims to revolutionize Sauce & Spoons restaurant dining experience by introducing digital menus and ordering system via tablets for guests. Project Manager Peta, involves launching a test tabletop menu tablets at two of Sauce & Spoons North and Downtown locations. Initial installation of the tablets will be located in the bar section of the restaurants to expedite service and enhance customer satisfaction.

Methodology

- Used traditional waterfall methodology for team management
- Used agile methodology for the tablet rollout project

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: \$3,500 Maintenance (IT fees): \$5,000	Training materials and fees: \$7,486 Hardware and software implementation across locations: \$3,600 annually Maintenance (IT fees): \$0 (included with hardware)	Overall, we nearly matched our budget

	Updated website and menu design fee: \$5,000 Other customization fees: \$550	order subscription) Updated website and menu design fee: \$4,250 Other customization fees: \$578	
Planned Scope vs Delivered Scope	<p>Install tablets at two restaurant locations</p> <p>Launch at the beginning of Q2 (April 1)</p> <p>Create a plan for how to train staff on the new system</p>	<p>Physically installed tablets at two restaurant locations via electrician</p> <p>Added menus, coupons, branding, and additional content to tablets</p> <p>Integrated tablets with POS system</p> <p>Negotiated with tablet vendor over timing</p> <p>Created a plan for training</p> <p>Managed waitstaff expectations and concerns</p> <p>Trained BOH and FOH</p> <p>Created system for maintenance/locking</p> <p>Implemented system of surveying and measuring customer satisfaction</p>	We didn't realize how many moving pieces we were going to encounter

Key Accomplishments:

- Decrease table time by 30 minutes
- Decrease lobby wait time by 10 minutes
- Decrease food waste by 50%
- Thoroughly train staff on tablet navigation

Lessons Learned

- Credit card payments are comfortable for 90% of the customer, need to think is a solution for customer pay cash 10%
- How to run projects for restaurants
- Effectively worked within budget and timeline

Next Steps

- Continue to improve order accuracy
- Plan to roll out tablets at other locations
- Training managers to use tabletop tablets
- Make maintenance video for restaurant staff and management

Project Documentation Archive

- [Project Charter](#)
- [Email Coalition](#)
- [Evaluation Presentation](#)