Closeout Report: Tablet Rollout

Project Summary

- Our plan was to implement tabletop menu tablets in the bar areas of North and Downtown branches by the end of Q2 with an expected 10% increase for daily guest and 25% reduction in food waste.

Methodology

- We used the Waterfall approach for the tablet system installation, and Agile for streamlining the processes with the staff.

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	Training materials and fees: $7,486 Hardware and software implementation across locations: $36,000 annually Maintenance (IT fees): $0 (included with hardware order subscription)	Overall, we nearly matched our budget

	menu design fee: $5,000 Other customization fees: $550	Updated website and menu design fee: $4,250 Other customization fees: $578	
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:

- We increased daily guests by 20% far greater than the initial 10% set goal.
- We didn't hit the 30 minutes table turntime reduction at first, but managed to achieve it through training and getting waitstaff to be more aware of guest pacing.
- Although guests had some trouble with tablet navigation during the pilot, we were able to switch the layout to what they found much simpler.
- Tablet checkout stayed at 1 minute or less reaching our set criteria.
- Clearer messaging around payment options was implemented to deal with with cash payments. Tablets only take cards, we streamlined the process for customers who need to pay cash to keep guests happy.
- Less than 5% of customers are reporting technical issues after we implemented pre-service testing checklist.
- Reducing food waste by 25% was also achieved.

Lessons Learned

- Take into account old processes when making changes.
- Include testing checklist in the planning stage of the project.

Next Steps

- Continue tracking perfomance.
- Continue brainstorming on the possibilities causing incorrect orders.
- Update the hardware tablet to newer version. Update testing checklist accordingly.
- Implement the tablet system in other main dining area.
- Implement the tablet system in other branches.
- Discuss about the possibility of Policy Change for returned orders.
- Look into integrating other mode payments (like smartphone) to increase our customer base.

Project Documentation Archive

- [Project charter](#)
- [Project plan](#)