

Sauce & Spoon Tablet Rollout

Impact Report



Executive Summary

Vision:

Launching tablets with menus in two locations to improve customer experience, reduce waiting time at the table, increase profits, and reduce waste, among others.

Key Achievements:

- Reduced average wait time to less than 10 minutes.
- Average payment time through the tablet has been maintained at one minute or less.
- Less than 5% of customers report technical problems each week.
- Food waste reduction by 25%.

Lessons Learned:

Some tasks within the project had to be accelerated, due to situations that were not contemplated. Even so, the project remained within the budget, even though there was scope creep in tasks such as branding, staffing, etc.

Next steps:

- Plan the implementation of tablets in the rest of the Sauce & Spoon locations.
- Continue monitoring and updating installed tablets.
- Continue to seek improvement in order accuracy
- Continue to survey and request guest feedback.

Customer Satisfaction: Pilot

Q. On a scale of 1-5, please rate your experience with the tablet overall.

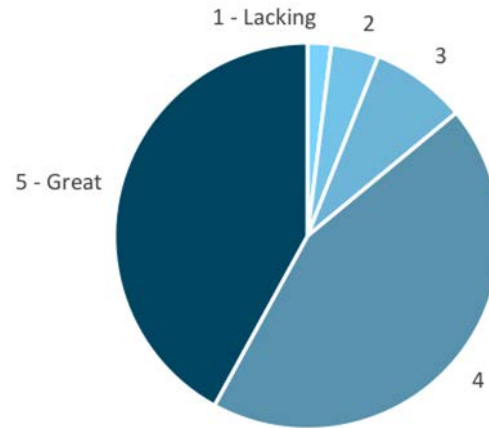


This pie chart illustrates the results from the post-pilot survey. 72% of respondents indicated a customer satisfaction score of 4 or 5.

Customer Satisfaction: Launch

Q. On a scale of 1-5, please rate your experience with the tablet overall.

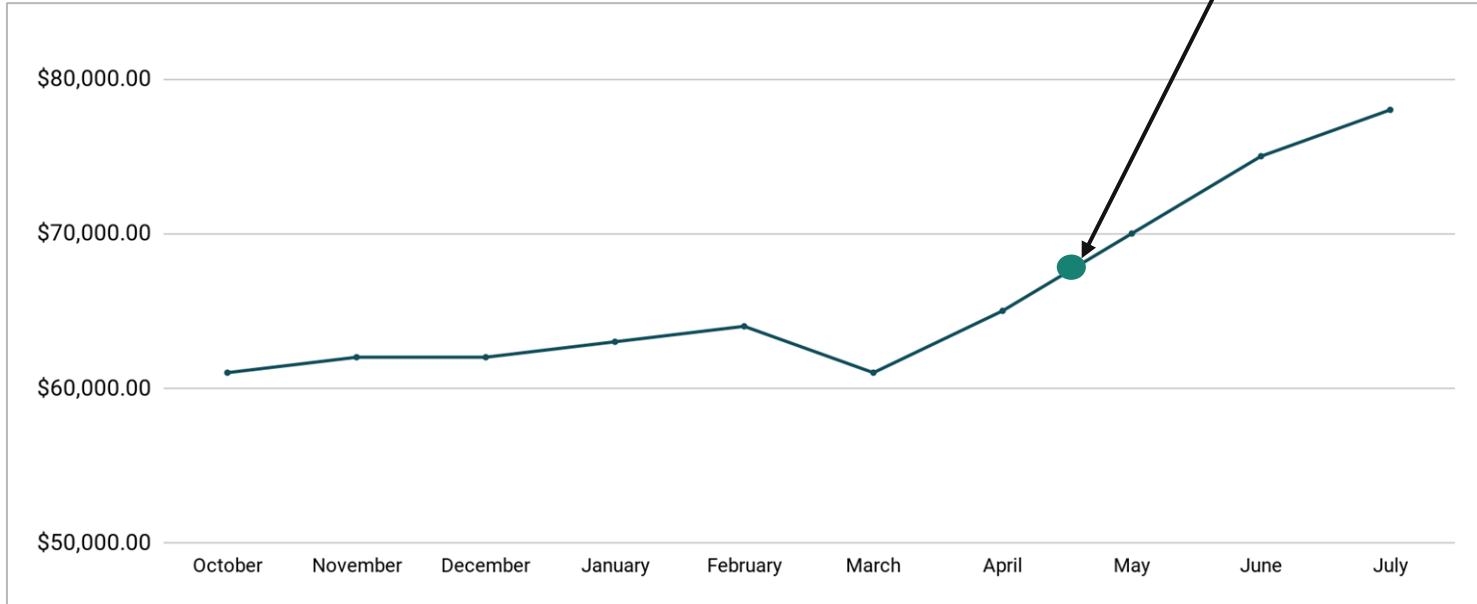
Customer Satisfaction Post-Launch



This pie chart illustrates the results from the post-launch survey. 86% of respondents indicated a customer satisfaction score of 4 or 5. This is a 14% increase.

Revenue

Tablet Launch April 23



This is a chart of Sauce & Spoon revenue, showing that after tablet implementation, revenue increased. July revenue was up to 20% over April's monthly revenue.

What Worked: Key Accomplishments

Decreased table turn time

- Implementation of the tablets increased the average daily guest count by 10%.
- Tablets also decreased wait time by 30 minutes.

Decreased food waste

- Tablets identified who was receiving an incorrect order.
- Kitchen staff has taken the initiative to correct orders and decrease food waste by 50%.

Increased customer satisfaction

- After the pilot, customer satisfaction was at 72%.
- Once we implemented improvements based on feedback, customer satisfaction increased to 86%.

Increased sales

- Our monthly revenue has increased steadily since the tablet rollout, upwards of 20% since September/pre-rollout.
- Tablets also helped boost revenue during the holiday season.

Next Steps: Looking Forward

| Initiative | Action | Date |
|--|--|---------|
| Implement tablets in more locations | Create new project plan for new location installation | Q2 |
| Continue to track customer experience and satisfaction | Continue surveying/ gathering data through various means | Ongoing |
| Expand tablet features | Investigate new features like social media integration, reservations, videos, etc. | Q4 |

Appendix

- Access all resources [here](#).