Retrospective				
Feedback From:	**Type:**	**Description:**	**Evidence:**	**Actions:**
Customers	Went well	Most customers ordered additional items from the suggested menu list, such as appetizers and desserts, in addition to dinner.	Surveys show that 82% of our customers purchased appetizers and 70% ordered dessert from the suggestion list.	
Customers	Went well	Most customers joined the informational mailing list.	78% of customers registered via tablet	Create a new marketing plan for informational emails.
Customers	Needs improvement	The drinks were the least ordered item on the menu.	56% of customers reported buying drinks	Meeting with Alex to find a better way to promote drinks on the tablet, with marketing and coupons.
Customers	Needs improvement	Some customers had technical problems using the tablet.	12% of customers experienced technical issues. problems with their tablets. - It has glitches. - It freezes, but after the server restarts it, everything works fine. - It froze a couple of times.	Seydou will meet with the vendor to discuss software upgrades and compatibility with the POS system.
Customers	Needs improvement	Most customers did not join the birthday club.	84% of customers did not sign up for the birthday club	Improve the description of member benefits, as well as create new marketing campaigns.
Customers	Needs improvement	Just over half of customers feel comfortable using the tablet to pay.	66% of customers say they feel comfortable paying via tablet	For security reasons: Look for the opportunity to offer more secure forms of payment, such as Apple Pay or Google Wallet, that use biometric information or passwords to store and transmit credit card numbers securely.
Customers	Needs improvement	More than half of the customers waited more than 15 minutes in the vehicle to be seated.	- 54% of customers reported waiting more than 15 minutes for their table. - 20% of customers reported waiting 11-15 minutes for their table.	Brainstorm with the project team as well as employees to get the wait time at the lobby down to 15 minutes.
Project team	Went well	The tablets were installed, working in both locations at the same time.	Retrospective meeting	
Project team	Went well	The tasks related to the suppliers were completed on time and the communication with the suppliers was successful.	At the retrospective meeting, Peta mentioned that weekly calls with vendors kept us on time	Peta will recommend sticking with the same call cadence for the next project.
Project team	Went well	The survey allowed us to accumulate data that shows we meet the majority of customer satisfaction standards.		
Project team	Went well	Significant data was successfully accumulated.	Survey findings	Seydou will work to update the content of the website and tablets, to invite people to participate.
Project team	Needs improvement	Table turnover time remained unchanged at both locations.		
Project team	Needs improvement	Even though the number went down, there were still incorrect orders that had to be sent back to the kitchen.	The kitchen manager at the North location mentions that orders came in on time and were easy to follow, but there were still returned orders, so we need to keep looking for a result.	Work with Carter, Zane, and Larissa to create training that help in more efficient food preparation. Seydou will verify if this has to do with technical problem.
Project team	Needs improvement	Technical problems with tablets.	Seydou mentioned that there were problems integrating the tablet into the point-of-sale system, however, everything was quickly fixed.	Update the tablet software and the process manual.
Project team	Needs improvement	Train employees by location.	Retrospective meeting	For the next release, it is important to understand the history of each location. This way, we can take into account situations that could cause delays.
Project team	Needs improvement	Need to improve the estimate of implementation time.	Implementation took longer than expected, due to some holidays that were not considered	Plan the sessions according to everyone's availability, which is important to take into account in the chronogram.
Project team	Needs improvement	It is necessary to increase the staff, as well as their knowledge of work.	Retrospective meeting	Increase operations before launch and prepare meetings with staff to discuss how they can help the operation.