



# Closeout Report: Tablet Rollout

## Project Summary

- The Tablet Rollout project for Sauce & Spoon was an initiative to make ordering at the restaurant a quick & easy step for all of its customers - this will be a pilot program in the entire restaurant at two of Sauce & Spoon's locations.

## Methodology

- The Tablet Rollout project for Sauce & Spoon used the Waterfall methodology of project management (overall) and the Agile methodology of project management (to handle the various minor tasks associated with the major tasks) to execute the completion of the 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: \$30,000 Maintenance (IT fees): \$5,000 Updated website and menu design fee: \$5,000 Other customization fees: \$550	Training materials and fees: \$7,486 Hardware and software implementation across locations: \$36,000 annually Maintenance (IT fees): \$0 (included with hardware order subscription) Updated website and menu design fee: \$4,250 Other customization fees: \$578	Overall, we nearly matched our budget
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

- Successfully installed tablets at both the North & Downtown locations
- Reduced table turn time by 30 minutes
- Customer wait time in the restaurant lobby was reduced to 10 minutes or less
- Checkout time was reduced to 1 minute or less
- Achieved a 5% rate of technical issues with tablets

## Lessons Learned

- Take into account the possibility of delays when ordering tablets
- Take into account the many aspects of installing the tablets with the integrated software
- Take into account that incorrect orders are not just a technical glitch, but also may come from human error
- Take into account the potential shift in a contract that can affect the budget

## Next Steps

- Talk with Molly Edwards - the next project manager of this very project - about the many aspects that come along with the implementation of a restaurant's restructuring of its operations

## Project Documentation Archive

- [Project Proposal \(PDF version of Coursera Webpage\)](#)
- [Project Charter \(PDF\)](#)
- [Project Plan \(XLSX\)](#)
- [Project Evaluation Finds Presentation \(PDF\)](#)