

Sauce & Spoon Tablet Rollout

Impact Report



Executive Summary

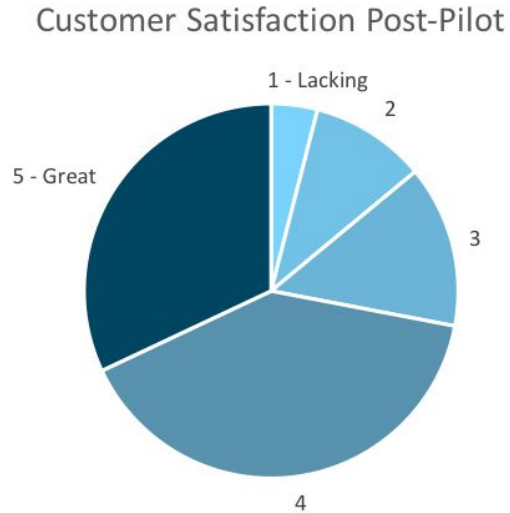
We contributed to our goal of meeting annual growth and expansion by installing table tablets till Q2 in our Downtown and North location to provide valuable data and serve more satisfied guests in less time.

We steadily increased sales since the rollout upwards of 20%. Our goal of decreasing food waste by 25% was doubled. The tablets helped to decrease wait time by 30 minutes and increased the average daily guest count by 10%. By getting more familiar with the locations habits beforehand we start with even higher numbers in further projects. Though customer satisfaction increased by 86% we will have to focus on more comprehensive staff training further on.

As we proceed we implement tablets in more locations by Q2 and expand tablet features till Q4 while continuously tracking customer satisfaction an experience.

Customer Satisfaction: Pilot

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

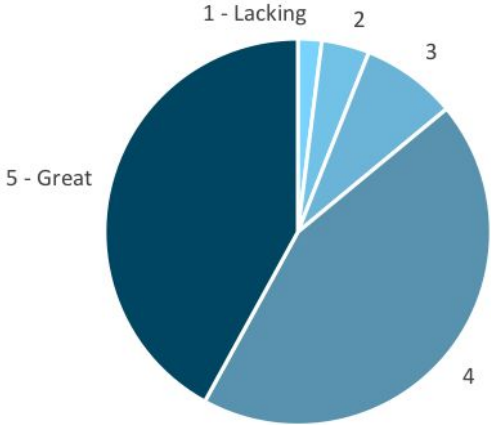


This pie chart illustrates the results from the post-pilot survey. 72% of respondents indicated a customer satisfaction score of 4 or 5.

Customer Satisfaction: Launch

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

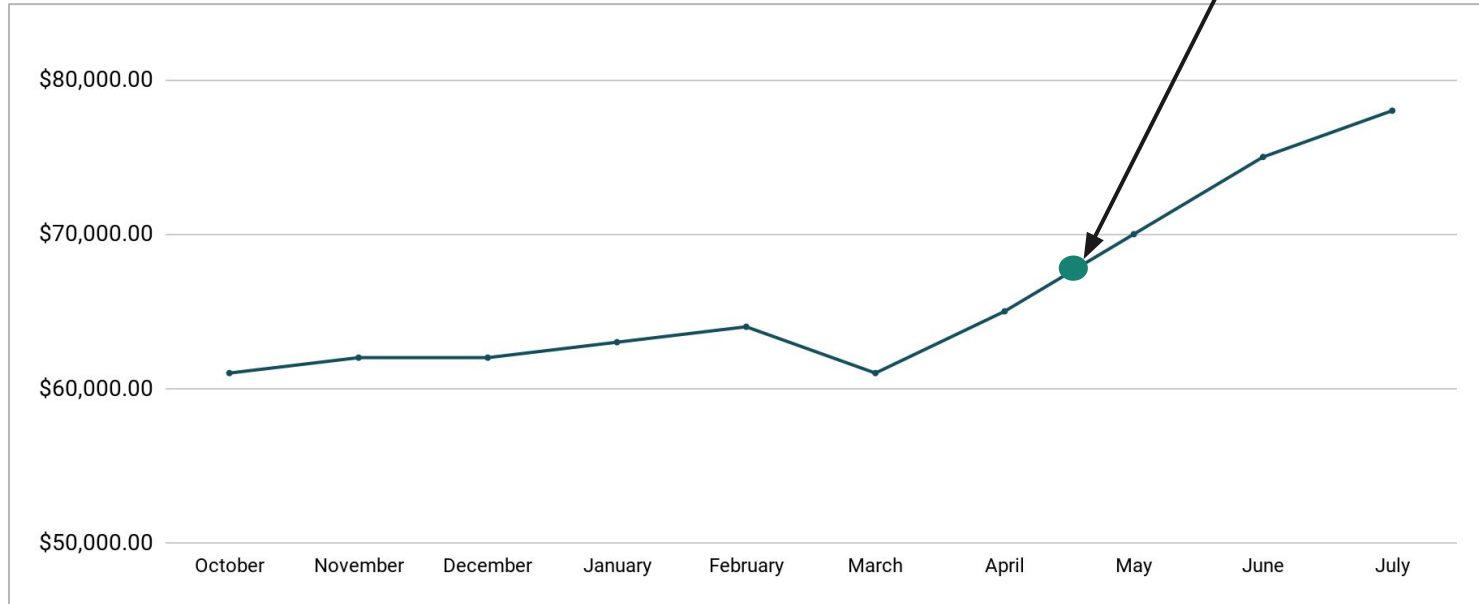
Customer Satisfaction Post-Launch



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 19% 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](#).