

# Sauce & Spoon Tablet Rollout

Impact Report



# Executive Summary

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Our goal was to improve current operations by making efficient procedures that provide a better, quick and easy ordering system to speed up process and serve more customers.

As we launched, 86% respondents indicated customer satisfaction 4 of 5 which is 14% increased from our pilot launch. Additionally by serving more customers, we gained \$78,000 revenue on July.

Tablet implementation took longer than expected so we should plan more thoroughly based on team's availability. We also need to plan a mitigation regarding tablet pricing structure and shipment.

Our steps forward will be continue to track software performance and continue to survey and solicit feedback from customers

# 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

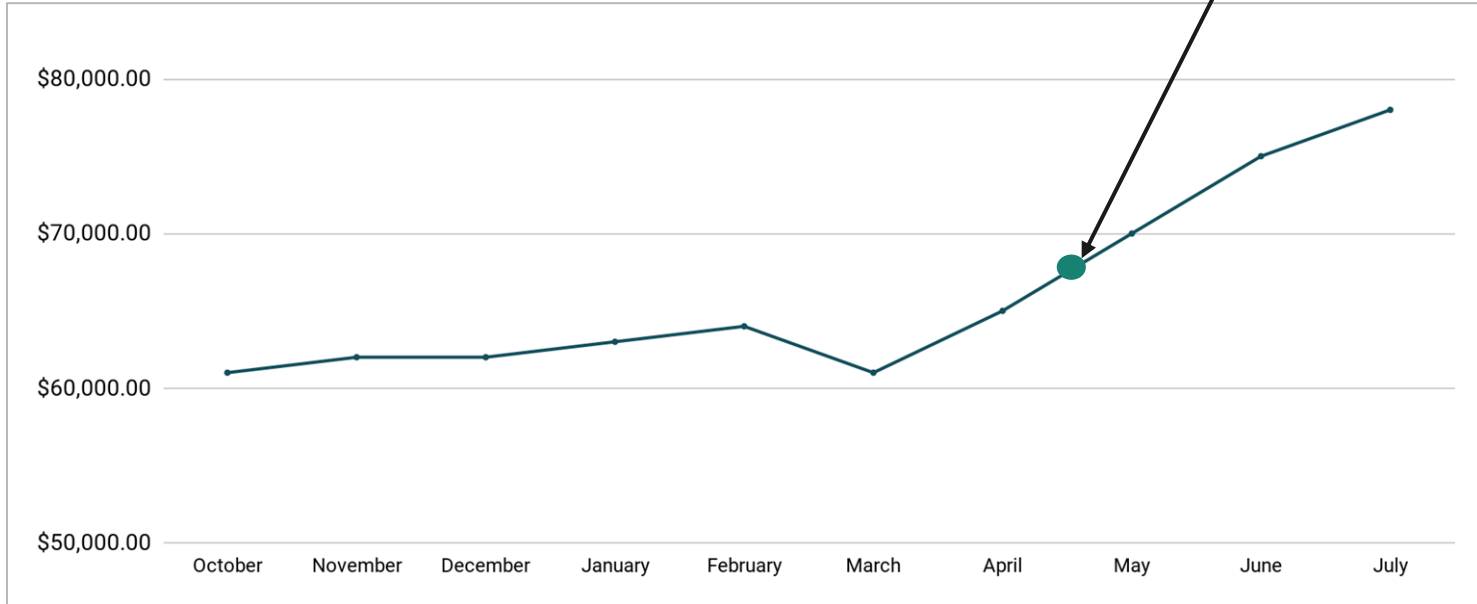
Q. On a scale of 1-5, please rate your experience with the tablet overall.



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

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## 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

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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

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# Appendix

- Access all resources [here](#).