Executive Summary: Sauce & Spoon Tablet Rollout

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Executive Summary

The **Tablet Menu Project** aimed to improve customer service in the *Bar Area* of Sauce & Spoon restaurants at the **North** and **Downtown** locations by reducing wait times, speeding up order turnaround, improving guest service, and reducing ticket errors.

We successfully installed menu tablets at two locations on schedule and within budget, improving order processing and tracking. The project **reduced** waste and costs by **25%**, cut table turn time by **30 minutes**, maintained a technical issue rate of **less than 5%**, and **increased** the downtown location's daily guest count by **20%**, surpassing the **10% goal**.

Despite initial challenges, the project highlighted the importance of **user experience** optimization based on test launch feedback that improved guest navigation and tablet layouts. **Collaboration** and **communication** enhanced operational efficiency, **reducing** table turn time and increasing customer satisfaction. Prioritizing effective **team collaboration**, and **quality control** will be crucial to achieving **sustainability** and operational **efficiency** goals.