



# **Test Launch**

## **Customer Survey Results**

# Summary

After the successful installation of Terrific Tablets in the bar sections of our two Sauce and Spoon locations, **North** and **Downtown**, we invited a group of **50 customers** to experience the new system. This trial aimed to evaluate not only the improved **speed** and **efficiency** of our service but also the staff's **proficiency** in operating the new technology. Furthermore, we assessed the staff's ability to maintain our high standards of **customer service** while supporting the customers in using the new system. The feedback from this trial will guide further improvements and ensure a seamless integration of the technology into our daily operations.



# Overview

## **Customer Experience:**

Trial with 50 customers to evaluate the system's impact on service speed and efficiency.

## **Staff Performance:**

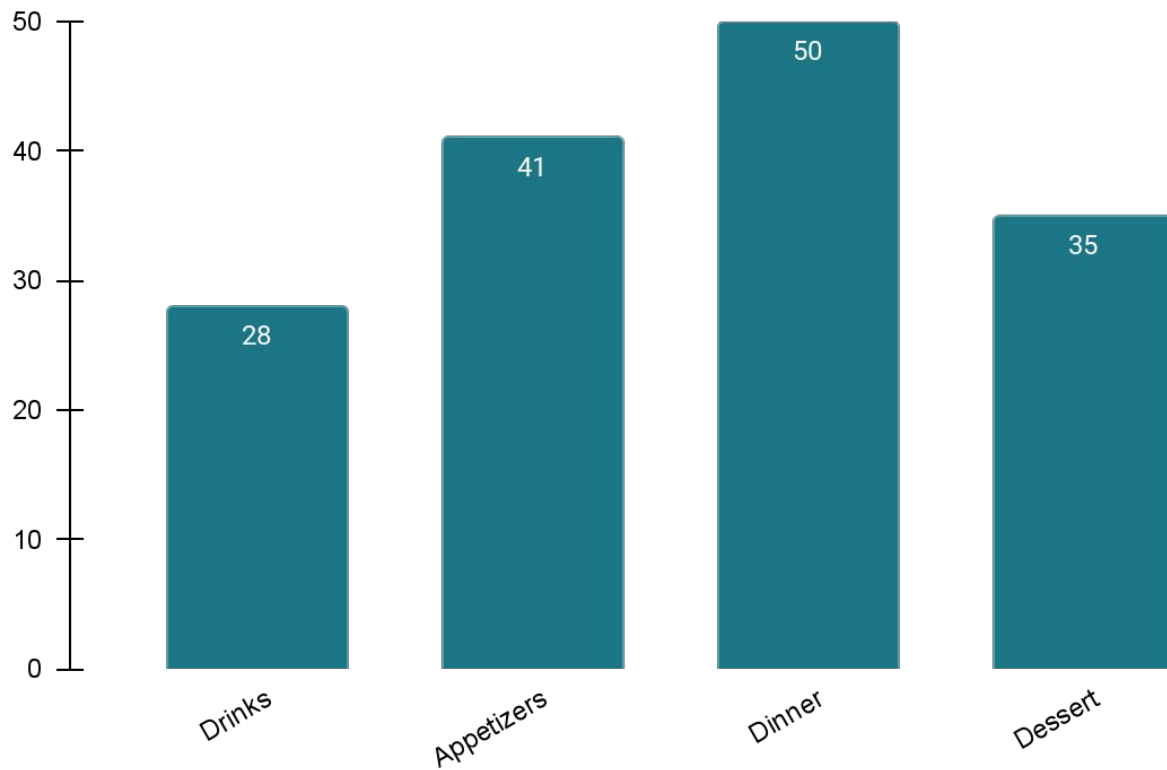
Assessment of staff's ability to operate the new technology and maintain high-quality customer service standards.

## **Tablet Metrics and Functionality:**

Evaluation of Terrific Tablets in the bar sections of our North and Downtown Sauce and Spoon locations, focusing on their performance and usability.



# Product Mixing



## PRODUCT MIX

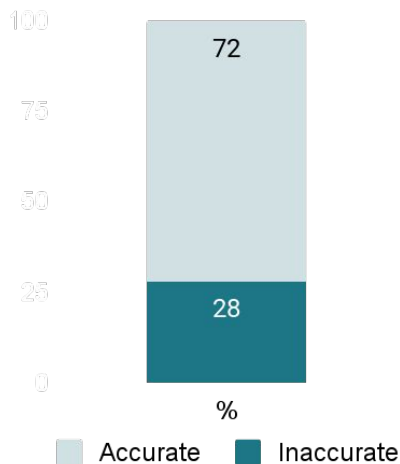
One of our Primary Goals with the rollout is to increase appetizer sales by %, based on our findings, we have **improved** appetizer sales by %.



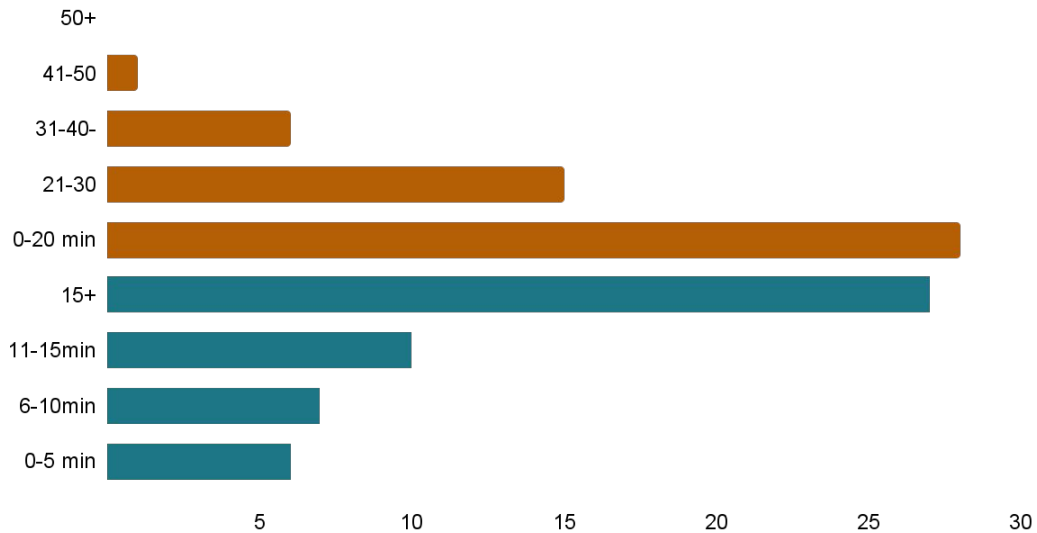
# Fast & Efficient

## ORDER ACCURACY

Order accuracy and food waste are closely linked. Despite the system delivering information to the back of house, our percentage of inaccurate orders remains too high.



■ Wait for Table ■ Wait For Food




## TABLE TURN VS WAIT TIME

Despite our efforts, table turn times did not improve significantly, which also impacted the wait times for a table. To improve these metrics, we will analyze the data further and implement targeted strategies to enhance table turn times and reduce wait times.



# Next Steps



We aim to improve order processing speed and accuracy. Some recommended steps will enhance service efficiency and ensure consistent high-quality meal delivery, supporting our commitment to customer satisfaction and operational excellence.

## KITCHEN FEEDBACK

### WHAT WENT WRONG?

- **44%** orders were received after a 20 min wait.
- Received the wrong Entree and/or Side
- Did not leave off requested ingredients
- Did not change the requested substitution
- Entree was cooked incorrectly

## Recommendations for Improvement:

1. **Gather Additional Data:**
  - Collect comprehensive data to inform a more targeted improvement strategy.
2. **Conduct Back-of-House Staff Evaluation:**
  - Implement regular evaluations or surveys for back-of-house staff to identify areas for improvement.
3. **Establish Standards for Meal Tickets:**
  - Create a clear list of standards that meal tickets must meet before being sent out.
4. **Implement Observation and Quality Checks:**
  - Conduct thorough observations and checks on all meals before they are served to ensure accuracy and quality.
5. **Additional Support Needed:**
  - Enhanced training for staff on new processes and standards.



# Additional Steps

## TECHNICAL FEEDBACK

***“The tablet was glitchy but it might’ve been our table”***



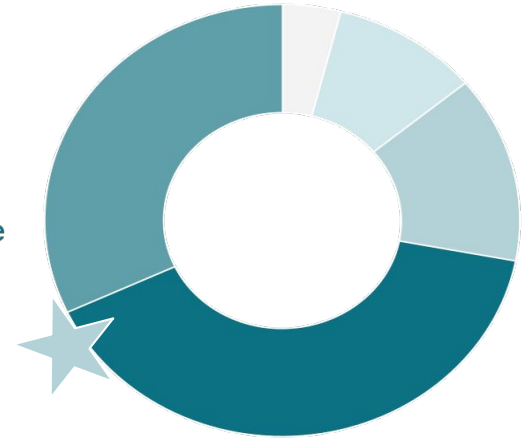
- The screen froze a number of times. Rebooting often fixed this.
- Glitching issues when placing an order or checking-out.

### Recommendations:

- Test the tablet in various conditions to reproduce the reported issues, focusing on freezing and glitching during order placement and checkout.
- Implement fixes or updates to resolve the freezing and glitching issues, possibly including software updates or hardware adjustments as needed.

## Overall Tablet Experience

● 1 ● 2 ● 3 ● 4 ● 5



## Survey Highlights

### WHAT WENT RIGHT!

- **72%** **Positive Experience Overall**  
*“I liked the video about Sauce & Spoon on the tablet.”*
- **76-78%** **Found the tablets easy to navigate and place an order.**  
*“The Tablets were fun!”*
- **70% Preferred the Tablet Experience**, with 20% showing no preference, and only 10% preferring a personal experience.  
*“I Liked the Tablets - it felt like we got through our dinner faster.”*  
*“The tablet[s] were cool but I think we need to get used to them.”*

