

Sauce & Spoon Tablet Rollout

Impact Report

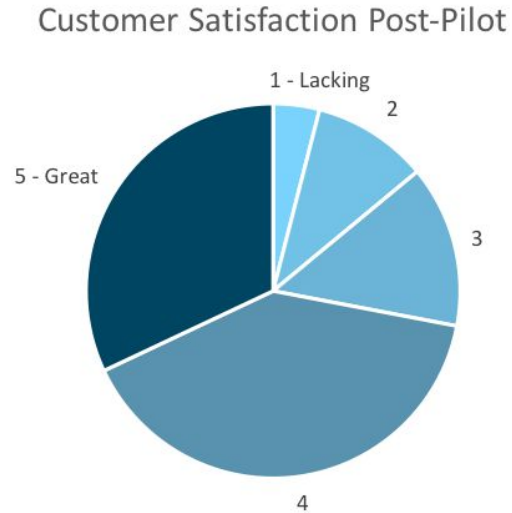


Executive Summary

Sauce & Spoon piloted tabletop ordering tablets at our North and Downtown locations to speed up service, reduce order errors, and build a reliable data foundation for a company-wide rollout decision. The results validated the investment: customer satisfaction rose from 72% during the pilot to 86% at launch, a 14-point gain driven by refinements made after guest feedback, and monthly revenue climbed as much as 20% over pre-rollout levels, with an added lift during the holiday season. Getting there also surfaced two important lessons. Guest-facing navigation needed to be simplified after pilot users found the original layout confusing, underscoring the value of testing with real guests earlier in the process. The full table turn time improvement also wasn't realized until staff received hands-on coaching on the new tablet-driven service pace, a reminder that training needs to be built into the rollout plan from day one rather than added after the fact. With the pilot proven out, the team's next priorities are extending tablets to additional locations under a new Q2 project plan and continuing to track guest satisfaction on an ongoing basis to keep the program on target.

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.

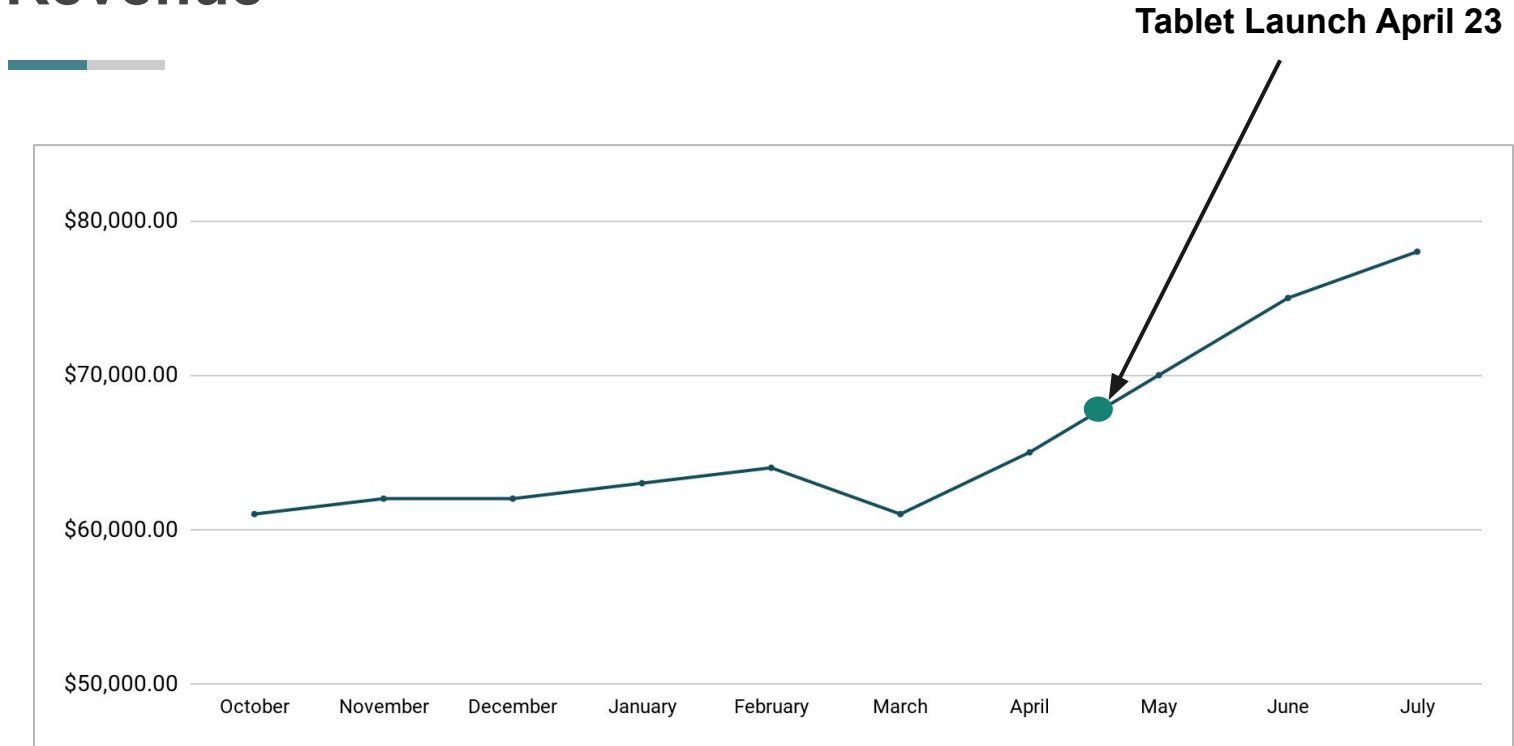
Customer Satisfaction: Launch

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



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](#).