

Task Brainstorm

Task	Notes	Estimated Duration (Days)	Optimistic	Most Likely	Pessimistic	Confidence Rating (H/M/L)	Known Dates
1 Milestone: Complete Vendor Selection - select a tablet vendor and finalize the package (add-on/coupon and branding options) with Terrific Tablets. Decide on a branding/customization package; if selected, provide Seydou with printed menus and connect him with marketing to match the tablet interface to Sauce & Spoon's branding.	Source: Project Charter. Milestone rationale: this decision unlocks every downstream task (installation, integration, training) and involves the \$50,550 cost approval that stakeholders (Deanna, Omar) care about.	7					
	Source: Email - Tablet Logistics. Depends on vendor selection above; branding is an optional add-on within the chosen package.	5					
Determine how many tablets are needed at each pilot location (North and Downtown).	Source: Meeting - Project Update ('Determine how many tablets we need to order for each location') and Meeting - Tablet Shipping Estimate (Seydou needs this count before placing the order). Quick internal headcount/table-count decision.	2	1	2	3	H	
Order the tablets from Terrific Tablets, accounting for shipping/delivery lead time.	Source: Meeting - Tablet Shipping Estimate; confirmed in Meeting - Project Update (Seydou projected 7-10 days). Low risk of stock shortage since a new tablet version is arriving ahead of need. Known risk: 2-3 day delay if shipping is late.	7	7	7	10	M	Expected on time per Seydou; ~2-3 day buffer built into pessimistic case
2 Milestone: Complete Tablet Installation							
Determine the full extent of tablet wiring/installation needed at each location, then schedule an electrician through the vendor. Assess WiFi network coverage and capacity at each pilot location, upgrading infrastructure if needed to reliably support all tablets. Install tablets at every table in the bar section of both Sauce & Spoon North and Sauce & Spoon Downtown.	Source: Email - Tablet Logistics; refined in Meeting - Project Update. Electrician confirmed 16 hours (2 business days) of actual wiring work, but it must be split into two half-day visits per location since restaurants can't close for a full day. Whiteboard confidence: 'attempted at least once' (wired tables before, for booth lighting, but not for tablets specifically).	6	4	6	10	M	
	Source: Online research (mydigimenu.com). Should be resolved before/alongside installation.	5					
	Source: Project Charter. Core deliverable of the pilot; depends on wiring and network readiness above.	2	1	2	3	H	
Carter finalizes menu items and coupon values for tablet content.	Source: Meeting - Menu and Coupons; updated per Meeting - Project Update. Team is now aiming for one week, could extend to two - narrower than the original days-to-weeks range. Confidence stays Low since Carter's personal timeline is inherently unpredictable per Deanna (You never know with Carter!).	7	5	7	14	L	Target: content needed by end of next week to hit the mockup deadline (per Peta)
Load finalized menus into the tablets, pending menu content from Carter.	Source: Meeting - Menu and Coupons; confirmed in Meeting - Project Update (3-4 hours to upload once mock-ups are received). Depends on the task above.	1	0.25	0.5	1	H	
Secure each tablet to its table with a theft- and damage-resistant mount or stand.	Source: Online research (peblla.com). Part of physical installation.	1					
Create a procedure for securing tablets at the end of the night (at the table or in a safe).	Source: Online research finding on device security, cross-checked against exemplar. Nightly close-out procedure, distinct from the daytime table mount above.	2					
Set up charging stations and a device-rotation plan to keep tablets powered throughout service.	Source: Online research (mydigimenu.com). Answers Gilly's original charging question from the Tablet Logistics email.	2					
Set up password protection and encryption on any tablet that processes payments.	Source: Online research (cuboh.com). Security step completed as part of installation.	2					
Include guest-facing messaging about payment security on the tablet interface.	Source: Online research finding on customer confidence, cross-checked against exemplar. Communicates the security setup above to guests directly.	1					
Confirm the vendor's overnight replacement process for damaged or defective tablets, and document the procedure for reporting issues.	Source: Meeting - Tablet Shipping Estimate. Seydou confirmed breakage is rare and expedited overnight replacement is available; this task documents that process for staff reference.	1	0.5	1	1	H	
Confirm the current POS software version (FlatPlate) with Gilly at each pilot location; update via FlatPlate directly if below the required v3.0.	Source: Meeting - Scheduling Software Installation. Peta suspects the North location's POS may be outdated based on visual inspection; this must be confirmed before the sync below can be scheduled reliably.	1	1	1	2	H	Immediate follow-up per Peta's own next step in the conversation
3 Milestone: Complete POS/Host Integration - configure and test the integration between the tablet system and the existing POS and host software. Build the coupon-redemption and appetizer/specialty-drink sales tracking mechanism, calibrated by location.	Source: Meeting - Scheduling Software Installation; refined in Meeting - Project Update. Seydou confirmed 3-4 hours for the sync: itself if the POS is already v3.0+, but 3-4 additional days if an upgrade is needed first. Whiteboard confidence: 'never attempted' (integrating tablet software with POS) - Low confidence despite the specific numbers given.	4	0.5	4	5	L	Depends on POS version confirmation above
	Source: Project Charter. Needed to measure the 10%/20% location-specific appetizer sales goals; depends on POS/host integration above.	5					
4 Milestone: Complete Staff Training							
Hold a GM-led staff meeting at each pilot location (North and Downtown) to communicate the tablet rollout and get waitstaff buy-in before staff begin using the tablets.	Source: Meeting - Waterfront Location; refined in Meeting - Project Update (pre-training meeting is 1 hour at each location). Must happen BEFORE hands-on training (Nia's team lost half their waitstaff by skipping this step last year).	1	1	1	2	H	
Train a small group of key staff first at each location, then have them lead a second training session for the rest of the waitstaff, rather than having a third-party vendor run all training directly.	Source: Meeting - Tablet Training; refined in Meeting - Project Update (Seydou trains managers 2 hours; managers then train staff 2 hours + 1 hour prep/debrief, on separate days per location). Depends on the staff buy-in meeting above.	4	4	6	9	M	
Coordinate with Alex to schedule the equivalent staff training session for the Downtown location.	Source: Meeting - North Location.	1					
Train kitchen and office staff on how to update the tablet menu in real time from the admin back-end (e.g., removing 86'd items).	Source: Email - Tablet Logistics.	1					
Deliver staff training so 100% of bar-section staff at both locations are proficient on the tablet system.	Source: Project Charter; refined in Meeting - Project Update. Team estimates about one week for training prep/planning, with pre-training, manager training, and staff training each held on separate days per location. Whiteboard confidence: general staff training is done 'regularly,' but training on a new system/directive like this hasn't been - Medium confidence.	10	7	10	14	M	
5 Milestone: Pilot Launch Ready							
Schedule a test-run service (e.g., a Sunday morning with friends and family invited) after staff training, to test both the trained staff and the tablets under full-service conditions before the official launch.	Source: Meeting - North Location. Depends on staff training being complete.	3					
Test run the full tablet ordering system end-to-end before launch.	Source: Historical Project Plan (Reservation System rollout used the same 'test run' step before go-live). Pairs with the test-run service above.	1	1	1	2	H	
Create a launch-day plan covering staffing coverage and troubleshooting steps for both pilot locations.	Source: Historical Project Plan ('Create launch day plan: staffing, troubleshooting, etc.').	5	3	5	8	M	
Communicate the confirmed launch date and rollout plan to all project stakeholders.	Source: Historical Project Plan ('Message about launch date to stakeholders'). Final task before go-live.	1					

Sauce & Spoon Project Plan

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Additional Resources

Title	Link	Date Added	Notes
The Ultimate Guide to Choosing a Restaurant Tablet Ordering System	https://www.peblla.com/blog/the-ultimate-guide-to-choosing-a-restaurant-tablet-ordering-system	08/10/2026	Covers secure tablet mounting/placement and staff/guest training basics; informed the tablet-mounting task.
Restaurant Tablet Best Practices: The Top Ways to Use Tablets in Restaurants	https://www.cuboh.com/blog/restaurant-tablet-best-practices	08/10/2026	Covers password protection and encryption on payment-handling tablets; informed the payment-security task.
What Is a Tablet Menu System: Boost Restaurant Service	https://www.mydigimenu.com/post/what-is-tablet-menu-system-boost-restaurant-service	08/10/2026	Covers WiFi coverage assessment and charging stations for device rotation; informed the network-assessment and charging-station tasks. Also answers Gilly's original charging question from the Tablet Logistics email.

Quality and Evaluation

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Survey Questions

Quality Standards Criteria/Description	Evaluation Questions	Evaluation Indicators	Survey Question	Question Type	Question Answer Options (depends on question type)				
					Option #1	Option #2	Option #3	Option #4	Option #5
98% order accuracy, supported by guests confirming their order on-screen before it's sent to the kitchen.	Did order accuracy during the test launch meet or exceed our 98% target, and were there any unintended issues with guest-placed orders?	Order accuracy rate during the test launch (percent of orders delivered correctly), plus a count and description of any incorrect or unintended order issues reported by staff or guests.	Have you dined at Sauce & Spoon before tonight?	Yes/No	Yes	No			
			Did you use the tablet to place your order tonight?	Yes/No	Yes	No			
			Was your order delivered exactly as you ordered it?	Yes/No	Yes	No	If no, what was incorrect? If false, what made it difficult?		
			The tablet was easy to navigate.	True/False	TRUE	FALSE			
Average customer wait time in the lobby of 10 minutes or less before being seated.									
Average ticket time (order placed to delivered to table): 8 minutes for appetizers, 12-15 minutes for entrees.	Did the test launch meet our target average ticket times (8 minutes for appetizers, 12-15 minutes for entrees)?	Average ticket time recorded during the test launch, broken out by appetizers vs. entrees, compared against the 8-minute and 12-15 minute targets.	How long did you wait to be seated tonight?	Multiple choice	Under 5 minutes	5-10 minutes	11-15 minutes	More than 15 minutes	
Average ticket time (order placed to delivered to table): 8 minutes for appetizers, 12-15 minutes for entrees.	Did the test launch meet our target average ticket times (8 minutes for appetizers, 12-15 minutes for entrees)?	Average ticket time recorded during the test launch, broken out by appetizers vs. entrees, compared against the 8-minute and 12-15 minute targets.	How long did it take to receive your appetizer after ordering?	Multiple choice	Under 5 minutes	5-8 minutes	9-12 minutes	More than 12 minutes	
Average ticket time (order placed to delivered to table): 8 minutes for appetizers, 12-15 minutes for entrees.	Did the test launch meet our target average ticket times (8 minutes for appetizers, 12-15 minutes for entrees)?	Average ticket time recorded during the test launch, broken out by appetizers vs. entrees, compared against the 8-minute and 12-15 minute targets.	How long did it take to receive your entree after ordering?	Multiple choice	Under 10 minutes	10-12 minutes	13-15 minutes	More than 15 minutes	
Fewer than 5% of customers who use the tablets report technical issues each week.	Given the technical issue rate from the test launch, should we continue rolling out the tablets to both locations?	Weekly technical issue report rate (percentage of tablet users reporting a problem), compared against the 5% threshold set in the charter goal.	Did you experience any technical issues with the tablet tonight (e.g., freezing, errors, trouble submitting your order)?	Yes/No	Yes	No	If yes, please describe the issue.		
Checkout time of one minute or less, with a seamless and easy-to-navigate self-checkout process.	What is working and what isn't working with the tablet checkout process?	Average checkout time during the test launch, plus notes on any points where guests got stuck, needed help, or abandoned self-checkout.	Once you were ready to pay, how long did checkout take? On a scale of 1-5, how would you rate your overall experience using the tablet tonight?	Multiple choice	Under 1 minute	1-2 minutes	3-5 minutes	More than 5 minutes	
			On a scale of 1-5, how likely are you to recommend Sauce & Spoon to a friend based on tonight's visit?	Scaled	1: Needs improvement	2: Below average	3: Average	4: Above average	5: Excellent
			What, if anything, could we improve about the tablet ordering experience?	Scaled	1: Not at all likely	2: Slightly likely	3: Moderately likely	4: Very likely	5: Extremely likely
				Open-ended	Open-ended				