

Retrospective Review: Sauce & Spoon Tablet Rollout

Prepared by Peta Tsosie, Project Manager

Feedback From	Type	Description	Evidence	Actions
Customers	Went well	Guests rated their overall experience with the tablets positively.	72% of guests (36 of 50) rated their overall tablet experience a 4 (Good) or 5 (Great) out of 5; only 4% rated it a 1 (Lacking).	Continue tracking this metric through full rollout; use it as the baseline to measure whether satisfaction holds as more locations adopt the system.
Customers	Went well	Guests found the tablet checkout process quick, easy, and secure.	82% of guests (41 of 50) agreed the statement "I found the checkout process quick, easy, and secure" was true.	Keep the current checkout flow as-is for full rollout, and use it as the model for the payment-security messaging already planned for the tablet interface.
Customers	Went well	Waitstaff did a strong job walking guests through how to use the tablets.	76% of guests (38 of 50) said their waiter instructed them "Very well" on how to use the tablet; only 10% said "Not well."	Document what North and Downtown's waitstaff are doing well in tablet instruction and fold it into the standard training materials for future rollout locations.
Customers	Needs improvement	A meaningful share of guests received an incorrect order, falling short of the project's accuracy target.	Only 72% of guests (36 of 50) said the kitchen prepared their order correctly, well below the charter's 98% accuracy target. Guest comments cited wrong entrees, missed modifications, and incorrect sides.	Add a kitchen-side ticket verification step before dishes leave the pass, and finalize the kitchen performance metric already discussed with Carter to track this specifically.
Customers	Needs improvement	Guests waited longer than targeted to be seated.	54% of guests (27 of 50) waited 15+ minutes for their table, well above the quality standard of a 10-minute or less average wait time.	Investigate whether wait time is driven by table turn time, staffing, or the test-launch event structure itself (50 guests arriving in a similar window), and confirm with real rollout data before making operational changes.
Customers	Needs improvement	More guests than targeted experienced a technical issue with their tablet.	12% of guests (6 of 50) reported a technical issue, more than double the charter's 5% target; all reported issues involved the screen freezing or glitching.	Run a stability review with Seydou and Terrific Tablets ahead of full rollout, and give staff a quick reboot/troubleshooting reference (every reported freeze was resolved with a reboot).
Project team	Went well	Tablets were successfully installed and working at both pilot locations.	Alex: "We got all the tablets installed and working at my location." Gilly: "Same here."	Document the installation process as a repeatable playbook for future rollout locations.
Project team	Went well	The new ticket flow made orders easy for the kitchen to track, and the kitchen has already started making operational improvements as a result.	Zane: "Tickets came through at a good pace and were easy to keep track of." Larissa: "We've already started implementing some updates to kitchen operations as a result of the new ticket flow, and we're really happy with them."	Schedule the follow-up conversation Peta offered to document Larissa's kitchen operations updates and share them with the Downtown kitchen team as well.
Project team	Went well	Technical issues that came up during POS integration were identified and resolved quickly.	Seydou: "We discovered a few technical issues during the POS integration process... we were able to address them quickly and get them fixed."	Update the process manual with the specific issue types and solutions Seydou identified, so the fix is easy to find if the

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				same issue recurs (as Peta suggested in the meeting).
Project team	Needs improvement	Table turn time did not decrease as much as the team expected at either pilot location.	Gilly: "We didn't see as much of a decrease as we wanted to in that area." Alex: "The food came out on time, but table turn time stayed about the same."	Investigate whether the bottleneck sits in seating, kitchen fulfillment, or another step in service, since food timing alone doesn't appear to be the cause.
Project team	Needs improvement	Some food orders are still being sent back from the kitchen, despite a smooth ticket flow.	Zane: "Even though the ticket flow was smooth, there were still orders that got sent back." Larissa: "We noticed that as well. Not as many as before, but there were still some."	Pair Peta's planned further analysis of this issue with the kitchen-side ticket verification step recommended from the customer survey findings, since both point to the same underlying accuracy gap.
Project team	Needs improvement	Tablet implementation took a little longer than planned because team vacation time wasn't accounted for during scheduling.	Seydou: "Tablet implementation took just a little bit longer than we hoped. There was some vacation time that was unaccounted for."	Check team availability and planned time off before finalizing the schedule for the next rollout phase.