

SAUCE & SPOON

Tabletop Menu Tablets: Test Launch Findings

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Presented to Sauce & Spoon Leadership

SUMMARY

Milestone Reached: Pilot Launch Ready

We successfully completed the tablet test launch, the final checkpoint before full rollout at Sauce & Spoon North and Downtown. Fifty friends and family members dined as if it were a typical service, using the tablets throughout, then completed a digital survey.

1

Installed & Integrated

Tablets installed in the bar section at both pilot locations, synced with our existing POS system.

2

Trained Our Staff

A small group trained first, then led a second round of training for the rest of the bar-section team at each location.

3

Ran the Test Launch

50 guests dined using the tablets under full-service conditions, then completed a 16-question survey.

What We Set Out to Measure

Guided by our Customer Satisfaction quality standard, we built the test launch survey around four evaluation questions:

Speed of Service

Did we meet our target ticket times: 8 minutes for appetizers, 12-15 minutes for entrees?

Checkout Experience

Was checkout quick, easy, and secure for guests paying through the tablet?

Order Accuracy

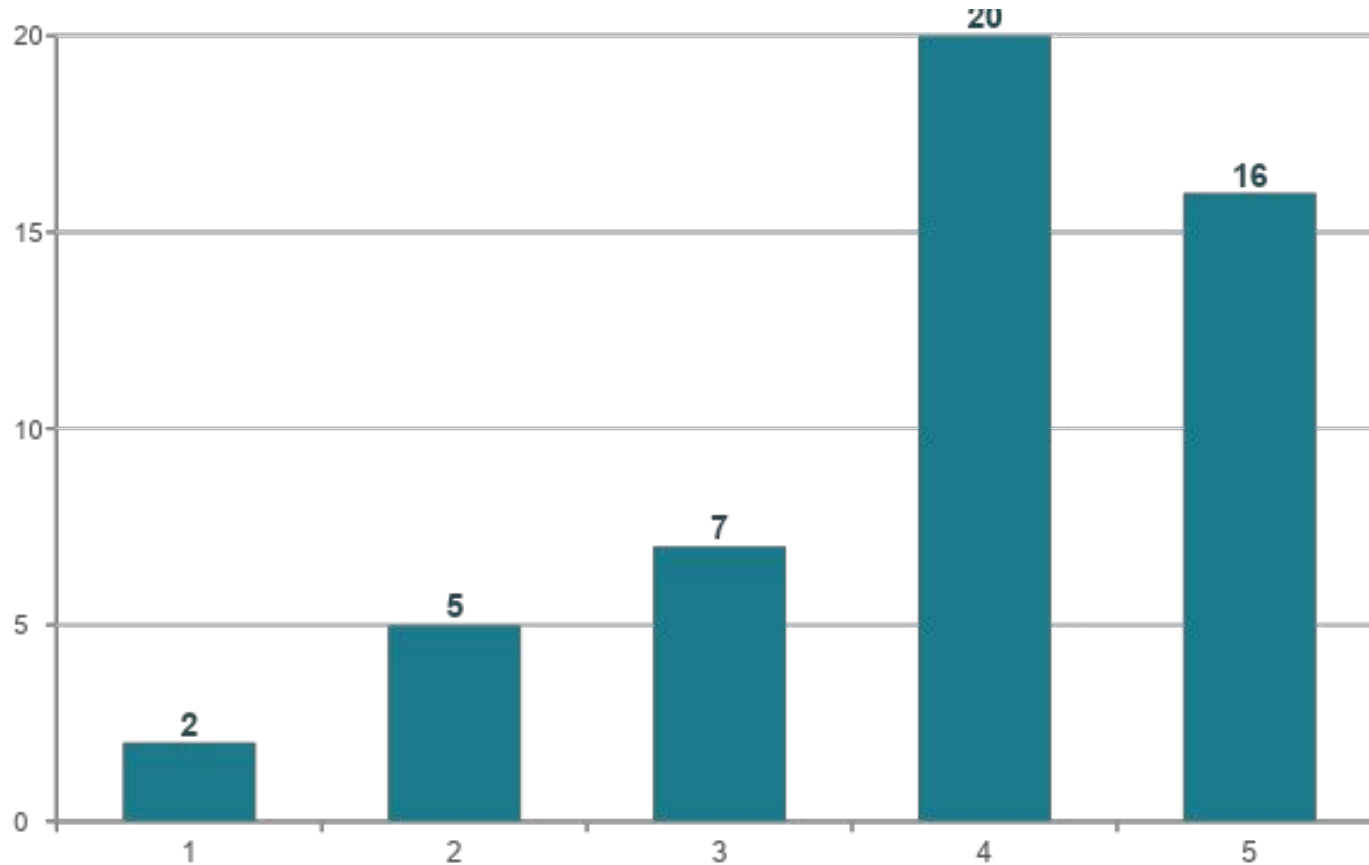
Did order accuracy meet or exceed our 98% target?

Path Forward

Given the technical issue rate, should we continue rolling out the tablets to both locations?

FINDINGS

Guests Rated Their Tablet Experience Positively



72%

of guests (36 of 50) rated their overall tablet experience a 4 or 5 out of 5.

"I liked the tablets - it felt like we got through our dinner faster."

NEXT STEP

Improve Order Accuracy Through Kitchen-Side Quality Control

72%

order accuracy vs. our 98% target

14 of 50 guests (28%) received an order that wasn't quite right. Their comments point to where the gap actually sits:

- Wrong entree brought out
- Requested modification not made (parsley, cheese, substitution)
- Entree overcooked
- Wrong side delivered

Every reported issue was a kitchen fulfillment error, not a guest input error. Guests placed accurate orders through the tablet; execution broke down after the ticket reached the kitchen.

RECOMMENDATION: 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.

Strengthen Tablet Reliability and In-Service Troubleshooting

12%

reported technical issues vs. our 5% target

6 of 50 guests hit a freeze or glitch, more than double our target rate. The same reliability concern shows up in a second metric: 12% of guests reported low confidence paying through the tablet, and one guest specifically cited the freeze as the reason checkout didn't feel quick.

"It kept freezing but after the waiter did a reboot it was fine."

The good news: every reported freeze was resolved with a simple reboot, this is a stability issue to fix, not a fundamental design flaw.

RECOMMENDATION: Run a stability review with Seydou and Terrific Tablets ahead of full rollout, and equip staff with a quick in-service reboot/troubleshooting reference.