Feedback From:	Type:	Description:	Evidence:	Actions:
Customers	Went well	The majority of customers ordered additional menu items, like appetizers and deserts, besides dinner.	Our survey showed that 82% reported buying appetizers and 70% ordered desert.	
Customers	Went well	Most customers signed-up for newsletter.	78% signed up for the newsletter on the tablet.	Create a plan for newsletter marketing.
Customers	Needs improvement	Drinks were the least purchased menu item.	56% of customers reported purchasing drinks.	Meet with Alex and to see how to better promote drinks via in-tablet coupons and marketing.
Customers	Needs improvement	Some customers experienced technical difficulties when using the tablet.	12% of customers experienced technical issues with their tablets. - "It was glitchy." - "It kept freezing but after the waiter did a reboot it was fine." - "It froze up a couple of times."	Seydou to speak with the vendor regarding software updates and continued compatibility with POS.
Customers	Needs improvement	The majority of our customers stated not joing the Birthday Club.	84% reported not signing up for the Birthday Club.	Improve the description of benefits for the membership and marketing.
Customers	Needs improvement	Only a little over half of the customers felt confident in making payments using the tablets.	66% of customers reported feeling confident in submitting their payment through a tablet.	For safety concerns: See if we can give customers the opportunity to use more secure forms of payment like Apple Pay or Google Wallet, which uses biometric information or passwords to securely store and transmit credit card numbers.
Customers	Needs improvement	More than half of cutsomers waited longer than 15 minutes to be seated.	- 54% of customers reported waiting 15+ minutes for their table. - 20% of customers reported waiting 11-15 minutes for their table.	Brainstorm how to keep wait times to a maximum of 15 minutes.
Project team	Went well	We got all the tablets installed and working at both locations on time.	Retrospective meeting	
Project team	Went well	Vendor tasks were completed timely and communication was successful.	Retrospective meeting- Peta: "Peta: ...the weekly calls with vendors helped us stay on track and clarify task dependencies."	Peta will make a recommendation that they keep this cadence for the next series of rollouts.
Project team	Went well	Also, the survey was able to capture meaningful data, which shows that we listen to our customers. Fortunately, the results indicate that we met most of our customer satisfaction standards.		
Project team	Went well	Successful survey data collection.	Survey Findings.	Seydou will work with the designer to update the content on the website and the tablets so it's clearer what the program is, what we're asking, and how people can participate.
Project team	Needs improvement	Table turn time remained the same overall at both locaitons.		
Project team	Needs improvement	Food orders were still incorrect and orders were sent back (less than before but still occuring).	Zane (Kitchen Manager, North): "Tickets came through at a good pace and were easy to keep track of. But even though the ticket flow was smooth, there were still orders that got sent back. So, that's still an issue that needs to be addressed."	Work with Carter, Zane, and Larrissa to work on training to make food prep more accurate and efficient. Seydou will see about technical issues that may have affected ticket/order accuracy.

Project team	Needs improvement	Technical issues with tablets	Seydou: "... we discovered a few technical issues during the POS integration process. The good part is that we were able to address them quickly and get them fixed!"	Update tablet software and update process manual.
Project team	Needs improvement	Improve training by tailoring for locations.	Retrospective meeting	For the next rollout, we want to do a better job of understanding each location's history before planning gets underway. That way we can account for things we might need to address ahead of time. Develop a more comprehensive training session (possibly break the training up into two parts).
Project team	Needs improvement	Need for improved time estimation for implementation of plans.	Seydou: ..."tablet implementation took just a little bit longer than we hoped. There was some vacation time that was unaccounted for..."	Plan training based on everyone's availability - note for future task duration.
Project team	Needs improvement	Staff capacity needs to be increased and role knowledge.	Retrospective meeting	House staff scale up their operations before the main launch. Arrange meetings for BOH and FOH staff to learn role functions and how they fit into overall operations.