Project Charter: Sauce & Spoon

DATE: [31/01/24]

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| **Project Summary** |
| Sauce & Spoon, a local restaurant chain known for scratch-to-table cuisine, seeks to enhance dining experiences and operational efficiency. In response to the challenges of increased customer wait times and high staff turnover, we propose the pilot implementation of a guest-facing digital menu and point-of-sale (POS) system via tablets at each dining table in two restaurante. This initiative aims to streamline the ordering process, reduce service delays, and support local business partnerships. |

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| **Project Goals** |
| * Reduce Table Turn Time: Achieve a 30-minute reduction in table turn time by the end of Q2. * Boost Guest Counts: Increase daily guest counts by 10% by the end of Q2. * Minimize Food Waste: Decrease food waste by 25% by the end of Q2. * Elevate Average Check Value: Increase average check value from $65 to $75 by promoting targeted menu items by the end of Q2. * Enhance Customer Satisfaction: Improve customer satisfaction related to service speed by 20% by the end of Q2. * Increase product mix:upselling appetizers,promoting certain entrees by 15% average increase overall * Decrease guest wait time * Optimize Kitchen Staffing |

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| **Deliverables** |
| * Staff Training Program: Develop and implement a comprehensive training program for new tablet systems by March 31st. * Tablet Implementation: Complete the setup and integration of the tablet system at pilot locations by April 15th. * Digital Menu Interface: Launch an updated digital menu that aligns with the Sauce & Spoon brand by April 1st. * Maintenance Framework: Establish ongoing maintenance support for the tablet system by April 15th. * Pilot Rollout Documentation * Data Analysis Report * Customer Satisfaction Metrics * Kitchen Optimization and Staffing Plan * Communication and Training Materials |

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| **Scope and Exclusion** |
| **In-Scope:**   * train the staff on the new system * configuration of new  software * Table Turn Time Improvement * Kitchen Optimization and Staffing * Selection of tablet hardware and software compatible with current POS and host systems. * Design and implementation of a digital menu aligned with brand aesthetics. * Staff training on the utilization of the new system.   **Out-of-Scope:**   * Overhaul of current POS systems. * Expansion of the pilot to non-bar areas within the pilot timeframe. * Any policy changes related to customer service protocols. * Major Infrastructure Changes. * Menu Overhaul. * Employee Recruitment and Training Beyond Kitchen Staff. |

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| **Benefits & Costs** |
| **Benefits:**   * Improved customer service efficiency. * Enhanced dining experience through reduced wait times. * Increased sales through strategic up-selling. * Better data on customer preferences and order accuracy. * Data-Driven Decision-Making. * Financial Impact. * Sustainability and adaptability.   **Costs:**   * Training materials and fees: $10,000 * Hardware and software implementation: $30,000 * Maintenance (IT fees through EOY): $5,000 * Updated website and menu design fee: $5,000 * Other customization fees: $550 |

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| **Appendix:** |
| * Quotes from tablet vendors. * Current sales and waste metrics. * Staffing models pre and post-tablet implementation. * Customer satisfaction survey templates. * Until we have some data around how the tablets impact table turn time and changes in revenue, we won’t know how much we’ll have available to hire more kitchen staff. * Decreasing guest wait time seems redundant with the table turn time goal. If tables turn more quickly, wait times will decrease naturally, but wait time also depends on how busy the restaurant is. |