# Project Proposal – Sauce & Spoon Tablet Pilot Project

## 1. Project Summary

The Sauce & Spoon Tablet Pilot Project aims to introduce self-service tablets in the bar area of two pilot locations (North and Downtown) to improve customer service speed, increase appetizer and drink sales, reduce food waste, and enhance operational efficiency. The project will train selected key staff to lead in-house training for waitstaff, ensure staff buy-in through effective communication, and conduct a full-service test run before official launch. Lessons from the pilot will inform future rollout plans.

## 2. Project Goals (SMART)

* Increase appetizer sales by 15% within 3 months of tablet launch.
* Reduce average order-to-delivery time by 20% within 2 months of launch.
* Train at least 80% of waitstaff in tablet operations before launch date.
* Achieve 90% staff satisfaction rate with new system within first month.
* Reduce bar area food waste by 10% within 3 months.
* Maintain customer satisfaction score of 4.5/5 in the first quarter post-launch.
* Document pilot results and create a scalable rollout plan within 1 month after pilot completion.

## 3. Scope

### In Scope

• Implementation of tablet ordering in the bar areas of North and Downtown locations.  
• Training of selected key staff and waitstaff.  
• Customer engagement and feedback collection.  
• Full-service test run prior to launch.  
• Monitoring and evaluation of pilot performance metrics.

### Out of Scope

• Rollout to other locations (e.g., Waterfront) during pilot phase.  
• Changes to kitchen or back-of-house processes not directly related to tablet use.  
• Integration of tablets into delivery or takeaway services.

## 4. Deliverables

* Tablet hardware and software setup at pilot locations.
* Training materials and manuals for key staff and waitstaff.
* Completed staff training sessions.
* Customer feedback forms and survey results.
* Pilot performance report (sales, waste, and satisfaction metrics).
* Technical troubleshooting guide.
* Full-service test run report.
* Stakeholder feedback summary.
* Revised operational procedures incorporating tablet usage.
* Rollout proposal for wider implementation.

## 5. Cost-Benefit Analysis

Estimated Costs:  
• Tablet purchase and installation: $8,000  
• Staff training and materials: $2,000  
• Consultant fees: $3,000  
• Test run and evaluation: $1,000  
Total Estimated Cost: $14,000  
  
Expected Benefits:  
• Increased appetizer and drink sales: Estimated +$5,000/month.  
• Reduced waste costs: Estimated savings of $500/month.  
• Improved customer retention due to enhanced service speed.  
• Scalable system for multi-location rollout.

## 6. Key Milestones

* Identify key staff for training – Week 1
* Initial training session with key staff – Week 2
* Secondary waitstaff training – Week 3
* Customer communication and awareness campaign – Week 3
* Full-service test run – Week 4
* Pilot launch – Week 5
* Post-launch performance review – Week 9
* Final pilot evaluation and rollout recommendation – Week 12

## 7. Risks & Mitigation Strategies

• Risk: Staff resistance to using tablets.  
 Mitigation: Early engagement, GM-led meetings, and in-house training.  
• Risk: Technical issues during launch.  
 Mitigation: Pre-launch testing and quick-response support plan.  
• Risk: Customer pushback on new ordering process.  
 Mitigation: Staff assistance during early adoption and promotional incentives.

## Appendix: Potential Misalignments

• Miscommunication on training responsibilities between consultant and internal staff.  
• Lack of staff buy-in prior to operational changes.  
• Scheduling conflicts for multi-location training.  
• Underestimation of technical setup time.