

Project Charter: [Tablet Rollout]

DATE: [07/08/2023]

| **Project Summary** |
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| Sauce and spoon want to improve current restaurant operations. These are the greatest areas of opportunity to reduce costs: staffing, order size and amount, improving customer satisfaction and retention, and providing timely and quality service. |

| **Project Goals** |
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| * Smart - Rollout of tabletop menu tablets at two of our restaurant locations, Sauce & Spoon North and Sauce & Spoon Downtown. * Smart - Guests can place their orders on the tablets as soon as they arrive at the restaurant, rather than waiting for a server to attend to them. * Attainable - To decrease our average table turn time by about 30 minutes * Measureable - To increase our product mix. We’re thinking one way this project can help us do that is upselling appetizers or promoting certain entrees. Start from 10% increase. * Smart - To integrate tablets with our existing POS system and host software. * Smart - Hire more kitchen staff * Measurable - Cut food waste by 25% * Measurable - Increase daily guest counts by 10% * Relevant - Sell more speciality drinks * Measurable - A 15% average increase overall, with the North location targeted for a 10% increase and the Downtown location targeted for a 20% increase. |

| **Deliverables** |
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| * Integration of tablets with current software * Product mix - encouraging customers to order more appetizers, or in some other way. * Allocate some payroll from front of house to kitchen staff. * Average check value is currently $65 across all locations and we’d like to raise that to at least $75. * Reducing table turn time should also help with some of our other goals, like increasing our average daily guest counts by 10%. |

| **Scope and Exclusion** |
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| **In-Scope:**   * Food waste reduction with metrics to better capture staff performance. * Decreasing staff turnover   **Out-of-Scope:**   * Adjusting policy |

| **Benefits & Costs** |
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| **Benefits:**   * Increased revenue * Decrease wait time * No food wastage on returns.   **Costs:**   * Total cost - $50,550 |

| **Appendix:** |
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| * Decreasing guest wait time and increasing table by turn * Maybe we can monitor the payroll and bandwidth of the BOH (that’s “back of house: all the kitchen staff, bussers, and behind-the-scenes staff) and open up two part time line cook roles in the meantime? * Policy changing - disagreement and will be spoken about separately. |