



# Project Charter: Sauce & Spoon Menu Tablet Pilot Project

DATE: [28/09/2025]

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## Project Summary


The Sauce & Spoon Menu Tablet Pilot Project will introduce guest-facing ordering tablets in the bar areas of the North and Downtown locations. The pilot aims to improve efficiency by reducing table turn times, enhance the guest experience with seamless ordering and payment, and provide valuable data on upselling, customer behavior, and food waste. Results from the pilot will guide decisions for a broader rollout across all restaurants.

## Project Goals


### Table Turn Time

- **Original:** *Reduce table turn times by 30 minutes.*
- **✓ SMART Goal:** By the end of June 2025, reduce the average table turn time in the bar areas of Sauce & Spoon North and Downtown by 30 minutes (from 95 to 65 minutes in North, and from 80 to 50 minutes in Downtown) by using tabletop tablets for ordering and payment.


## Guest Counts

- Original: *Increase daily guest counts by 10%.*
-  SMART Goal: Increase daily guest counts during dinner service (5–10 p.m.) at both pilot locations by 10% by June 30, 2025, as a result of faster table turnover enabled by tablets.

## Food Waste

- Original: *Cut food waste by 25%.*
-  SMART Goal: Reduce food waste at both pilot locations by 25% (measured in pounds of discarded or comped food per week) by June 30, 2025, by using tablets to capture guest order modifications accurately and reduce order errors.

## Average Check Value

- Original: *Raise the average check value from \$65 to \$75.*
-  SMART Goal: Raise the average check value at both pilot locations from \$65 to \$75 by June 30, 2025, by promoting upsells such as appetizers, specialty drinks, and coupon offers through the tablet system.

## Deliverables

**Tablet vendor selection and purchase/lease package** with required features (POS/host integration, upselling, coupons, payments).

**Installation and configuration of tablets** in the bar areas of Sauce & Spoon North and Downtown.

**Integration testing with POS and host systems** to ensure accurate order flow,

billing, and table tracking.

**Staff training program** for FOH (servers, hosts, bartenders) and BOH (kitchen staff, bussers) on tablet use, guest interaction, and troubleshooting.

**Data collection system and dashboards** to track:

- Table turn times
- Guest counts
- Appetizer sales
- Average check value
- Food waste levels
- Customer satisfaction

**Back-of-house staffing support plan**, including monitoring workload and onboarding up to two part-time line cooks during the pilot if needed.

**Post-pilot evaluation report** with analysis of performance against goals (efficiency, sales, waste, staffing, guest satisfaction) and recommendations for a potential broader rollout.

## Scope and Exclusion

### In-Scope:

- Pilot rollout of tabletop menu tablets in the **bar areas** of Sauce & Spoon North and Downtown locations.
- Features to support **upselling appetizers and beverages**, including coupons and add-ons.
- Goal to **reduce table turn time by ~30 minutes** by the end of Q2.

- Goal to **reduce food waste by 25%**, with adjustments to include kitchen staff performance metrics.
- Goal to **increase average daily guest counts by 10%** by the end of Q2.
- Goal to **increase average check total to \$75** by end of Q2, differentiated by location (10% increase North, 20% Downtown for appetizers).
- Staff **training program** on the new tablet system.
- Ensuring **tablet integration with existing POS and host software**.
- Collecting and analyzing **clear data points/metrics** from the pilot to evaluate success.

#### **Out-of-Scope:**

**Policy changes** regarding meal returns due to order errors.

- Decision: Policy adjustments will be handled separately in an operations discussion, not tied to this project.

A formal project goal around **kitchen staff satisfaction**.

- Decision: Could be tracked separately; not currently measurable within this project scope.

Hiring or reallocating payroll to add **kitchen staff** (line cooks, bussers, runners).

- Decision: Deferred until data from pilot demonstrates measurable revenue increases.

Expanding tablets to **all Sauce & Spoon locations** (pilot only for now).

## Benefits & Costs

### Benefits & Costs

#### Estimated Project Costs

- **Training materials and fees:** \$10,000
- **Hardware and software implementation across two locations:** \$30,000
- **Maintenance (IT fees through end of year):** \$5,000
- **Updated website and menu design fee:** \$5,000
- **Other customization fees:** \$550

 **Total Estimated Cost: \$50,550**

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#### Expected Benefits

- **Reduced table turn time** by ~30 minutes, enabling faster service and higher guest throughput.
- **Increased daily guest counts by 10%**, resulting in higher sales volume.
- **Higher product mix and average check totals** (increase to \$75 on average by end of Q2, with targeted appetizer and drink upselling).
- **Reduced food waste by 25%**, decreasing operational costs and improving sustainability.
- **Improved customer satisfaction** through faster ordering, payment, and customized menu options.
- **More accurate kitchen orders** through direct entry, leading to fewer errors and reduced comped meals.


- **Access to valuable customer data** (ordering patterns, coupon use, popular items) to guide future business decisions.
- **Competitive advantage** by modernizing operations with familiar, guest-facing digital tools.

## Appendix:

### Guest Wait Time Goal


- **Misalignment:** Peta questioned whether decreasing guest wait time should be a separate goal, since reducing table turn time already addresses it. Gilly supported keeping it, while Alex agreed it was redundant.
  - **Resolution:** Agreed to remove decreasing guest wait time as a separate goal, focusing instead on the table turn time metric.
  - **Status:**  Resolved.
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### 2. Reallocating Payroll to Kitchen Staff

- **Misalignment:** Alex wanted to shift payroll from servers/hosts to hire more kitchen staff; Gilly pushed back, concerned about FOH staffing needs. Peta noted revenue impact was still unknown.
- **Resolution:** No firm decision; discussion postponed until after pilot data is collected on revenue and table turn improvements. Deanna suggested considering opening two part-time line cook roles in the future.
- **Status:**  Unresolved – revisit post-pilot once financial impact is clearer.


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### 3. Policy on Order Returns / Food Waste

- **Misalignment:** Carter assumed that reducing food waste meant changing the policy so meals wouldn't be replaced if guests claimed an error. Gilly disagreed, worried it would negatively impact guest experience and staff morale.
- **Resolution:** Decided policy change will not be tied to the tablet rollout. Instead, policy adjustments will be discussed separately by operations leadership. The food waste reduction goal remains in project scope.
- **Status:**  Resolved (out-of-scope for this project).

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### 4. Measuring Kitchen Staff Satisfaction


- **Misalignment:** Carter wanted to include a goal around improving kitchen staff satisfaction; Peta felt it was difficult to measure and outside project scope.
- **Resolution:** Agreed that employee satisfaction may improve indirectly as an outcome but is not a defined project goal unless Carter can provide measurable metrics.
- **Status:**  Partially resolved – Carter to propose measurable metrics if it's to be revisited.

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### 5. Appetizer Sales Targets

- **Misalignment:** Gilly doubted tablets would significantly increase

**appetizer sales at her location (where apps are already popular), while Alex wanted a more aggressive sales increase.**

- **Resolution: Compromise: overall 15% increase, with 10% target at North and 20% target at Downtown.**
- **Status:  Resolved.**