Tablet Rollout & Operational Efficiency Improvement

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Project Description

The project aims to implement a tablet rollout in the restaurant to improve operational efficiency and customer experience. The tablets will be used to streamline order processing, reduce errors, and optimize kitchen performance. The project will also focus on reducing food waste and improving the satisfaction of the kitchen staff.

Objectives

- Implement tablet devices for order processing and kitchen performance optimization.

- Reduce food waste through improved order accuracy.

- Improve customer experience by streamlining order processing.

- Enhance employee satisfaction through process improvements.

- Measure the success of the tablet rollout and operational efficiency improvements.

Deliverables

- Aapplication/Software Development and Deployment

- Staff Training and Onboarding

- Customer Satisfaction Improvement

- trial operation period

- Collect customer feedback

- Add-on coupons feature

- Process Improvements

- End-of-Year Goals (EOY)

In-Scope

- Tablet deployment for order processing and kitchen performance optimization.

- Training and onboarding of staff for tablet usage.

- Process improvements related to order accuracy and efficiency.

- Collaboration with Carter and Deanna to review and potentially revise company policies related to returns and customer satisfaction.

Out-of-Scope

- Comprehensive policy changes unrelated to the tablet rollout.

- Major adjustments to company-wide operational policies.

- Employee satisfaction initiatives beyond process improvements related to tablet usage.

Risks and Assumptions

- Adoption and acceptance of the tablet system by staff and customers.

- Availability of adequate technical support during the implementation phase.

- Adequate training and communication to ensure a smooth transition and understanding of the new processes.

- Cooperation and alignment with Carter and Deanna to review and potentially revise company policies.

Constraints

- Budget limitations for tablet procurement, training, and implementation.

- Time constraints to complete the rollout and process improvements within the agreed timeframe.

Project Stakeholders

- Deanna - Director of Operations

- Carter - Executive Chef

- Gilly - General Manager, North location

- Alex - General Manager, Downtown

- Peta - Project Manager

Project Timeline

1. Application/Software Development and Deployment:

- Develop and deploy the application/software layout and resources by the deadline of July 15, 2023.

- Design and provide comprehensive information, including the menu, within the application/software.

2. Training and Onboarding of Staff:

- Conduct application/software explanation and training sessions for staff members from July 1 to July 15, 2023.

- Provide tablet usage training specifically tailored for staff members from July 15 to July 31, 2023.

3. Customer Satisfaction Improvement:

- Execute a trial operation period, utilizing tablets for ordering and offering complimentary appetizers, from August 1 to September 1, 2023.

- Promote tablet ordering and encourage customers to provide positive Google reviews from September 1 to December 31, 2023.

- Collect customer feedback during the trial period and offer complimentary desserts as a gesture of appreciation.

- Provide an incentive by offering discount coupons for future main course orders until April 1, 2024, with a coupon usage period of within 2 months, updated monthly.

4. Process Improvements:

- Implementation of tablet-assisted food delivery process (order received, ingredient preparation, cooking, completion, waiting for serving): To reduce customer order cancellations or modifications.

- Provide customers with the option to modify or cancel orders during the ingredient preparation stage to minimize food waste.

5. End-of-Year Goals (EOY)

Achieve the following EOY goals by the deadline of December 31, 2023:

- Increase order accuracy by 15% compared to the previous year.

- Reduce food waste by 15% through improved processes and customer options.

- Increase restaurant footfall by 10% by leveraging the benefits of tablet ordering.

- Attain a Google review rating of 4.5 or higher for the restaurant, showcasing enhanced customer satisfaction.

Note: The specific milestones and deadlines for each phase and subtask should be further defined in the project plan.

Benefits & Costs

Benefits

- Streamlined order processing and reduced errors.

- Improved kitchen performance and efficiency.

- Reduced food waste and associated costs.

- Enhanced customer experience and satisfaction.

- Potential for improved employee satisfaction and reduced turnover.

Costs

- Tablet procurement, installation, and maintenance costs:

    - Hardware and Software implementation across locations: $30,000

    - Maintenance (IT fees through EOY): $5,000

    - Update website and menu design fee: $5,000

- Training costs for staff on tablet usage:

    - Training material fees: $10,000

- Potential costs for process improvements and policy revisions:

    - Other customization fees: $ 550

Appendix

- Misalignment: Disagreement regarding including the policy change on order returns as part of the tablet rollout project.

- Resolution: It was agreed to handle the policy change separately outside the project scope, in collaboration with Carter and Deanna.

- Misalignment: Differences in opinion regarding whether to include a specific goal for improving employee satisfaction as part of the project.

- Resolution: It was agreed to address employee satisfaction initiatives as process improvements separate from the tablet rollout project.

- Misalignment: Uncertainty about how to measure the success of improving the satisfaction of the kitchen staff.

- Resolution: The project manager agreed to work with Carter to identify specific metrics and incorporate them into the project scope.

- Misalignment: Differences in understanding regarding the overall scope and objectives of the project.

- Resolution: The project manager clarified the project's goals and scope, ensuring alignment among the stakeholders.