Stake Holders Engagement Plan

Stakeholder	Not Aware	Resistant	Neutral	Supportive	Leading
Customers				C,D	
Restaurants	C			D	
Suppliers				C,D	
Sponsor				C	D
CEO			C	D	
Developers	C				D
Data privacy and security experts		C		D	
Marketing team			C		D
Google Maps				C,D	

Communication Management Plan

Stakeholder	Communication Channel	Frequency	Content
Customers	Surveys, focus groups	Monthly	Feedback, updates new promotions & discounts. |
Restaurants	Email, phone calls	Weekly	Updates on the status of the project,
Suppliers	Email, phone calls and meetings	Weekly	Supplies and issues
Sponsor	Email, project management software , Meetings	Monthly	Updates on project status, of the digital card solution, issues
CEO	Meetings, project management software	Weekly	Updates on project status, of the digital card solution, issues
Developers	Email, project management software, meetings	daily	Updates on project status, of the digital card solution, issues
Data privacy and security experts	Email, Meetings	Monthly	design and implementation of security measures.
Marketing team	Email, project management software	Weekly	
Google Maps	Email, meetings phone calls	Bi-weekly	Updates on the status of the integration, issues