



## Sauce & Spoon Project Charter: Tablet Rollout

DATE: [5/21/2025]

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### Project Summary

Sauce & Spoon is a local restaurant chain specializing in scratch-to-table cuisine and committed to partnering with local farmers and suppliers. Sauce & Spoon has 2 restaurant that is one in north and one in downtown.

### Project Goals

- Reduce costs: staffing, order size and amount.
- Improving customer satisfaction and retention
- Providing timely and quality service
- Increase daily guest counts by 10%
- Increasing product-mix
- Reduce table turn time by 30 minutes
- Average check goal
- Increase appetizer sales by 15% which is north will be 10% and downtown will be 20%
- Cut food waste by 25%

## Deliverables

- Implementing a digital menu and point-of-sale (POS) system that will be guest-facing
- Installed tablet in restaurant area.
- Clear data point tracking metrics
- Making system to give employee autonomy in place, so they can take decision in place
- Making new menu every season to give uniqueness for restaurant.

## Scope and Exclusion

### In-Scope:

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### Out-of-Scope:

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## Benefits & Costs

### Benefits:

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### Costs:

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## Appendix:

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