

Project Charter: Tablet rollout

DATE: [03/Jan/2023]

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| **Project Summary** |
| This project is to reduce customer wait time and improve customer satisfaction by implementing table top ordering systems in 2 locations of the restaurant chain Sauce & Spoons. To add into, this will also accomplish increased profit margin as well as reduce the food waste. |

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| **Project Goals** |
| ● Increase average check total to $75 by selling more appetizers and beverages by the end of Q2, resulting in increased profits.  ● By implementing Table top menus, decrease average table turn time by approximately 30 minutes by the end of the second quarter (Q2), resulting in decreased customer wait time.  ● Reduce food waste by 25% by end of Q2 by implementing the table top ordering system.  ● Increase in appetizer sales, by selling more appetizers and beverages by Q2 using the new table top ordering system.  ● Increase in the number of guests by 10% by end of Q2 by decreasing the turn time in tables.  ● Increasing the number of guests who can occupy a table per day decreases the wait time of customers.  ● Improve employee satisfaction by aiming to hire more employees in the kitchen. |

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| **Deliverables** |
| ● Increase average check total to $75 by selling more appetizers and beverages by the end of Q2, resulting in increased profits.  ● By implementing Table top menus, decrease average table turn time by approximately 30 minutes by the end of the second quarter (Q2), resulting in decreased customer wait time.  ● Reduce food waste by 25% by end of Q2 by implementing the table top ordering system.  ● Increase in appetizer sales, by selling more appetizers and beverages by Q2 using the new table top ordering system.  ● Increase in the number of guests by 10% by end of Q2 by decreasing the turn time in tables.  ● Increasing the number of guests who can occupy a table per day decreases the wait time of customers.  ● Improve employee satisfaction by aiming to hire more employees in the kitchen. |

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| **Scope and Exclusion** |
| **In-Scope:**  ● Increase average check total to $75 by selling more appetizers and beverages by the end of Q2, resulting in increased profits.  ● By implementing Table top menus, decrease average table turn time by approximately 30 minutes by the end of the second quarter (Q2), resulting in decreased customer wait time.  ● Reduce food waste by 25% by end of Q2 by implementing the table top ordering system.  ● Increase in appetizer sales, by selling more appetizers and beverages by Q2 using the new table top ordering system.  ● Increase in the number of guests by 10% by end of Q2 by decreasing the turn time in tables.  ● Increasing the number of guests who can occupy a table per day decreases the wait time of customers.  ● Improve employee satisfaction by aiming to hire more employees in the kitchen.  **Out-of-Scope:**   * Change in policy * Improving employee satisfaction |

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| **Benefits & Costs** |
| **Benefits:**  ● Increase customer satisfaction  ● Decrease the food waste  ● Increase profits  ● Keep up with the growing digital presence in the restaurant industry    **Costs:**  ● Training Material and fees $10000  ● Hardware and software implementation across locations $30000  ● Maintenance $5000  ● Updated website and menu design fee $5000 |
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| **Appendix:** |
| ● Deanna and Alex suggested hiring more kitchen staff and Carter agreed but it was agreed that until there is some data around how the tablets impact table turn time and changes in revenue, we won’t know how much we’ll have available to hire more kitchen staff. It was determined that kitchen operations should ramp up incrementally.  ● Deanna wanted to add a goal of decreasing customer wait times but it was agreed to drop decreasing customer wait times from the goals because decreasing table turnaround times would naturally decrease customer wait times. However, it was agreed to be articulate in the goals about how decreased table turn time relates to a decrease in customer wait time.  ● The CEO wants to expand the project to include all dining areas of the restaurants. Deanna, Gilly and Zane agreed. However, Carter, Larissa and Seydou are not comfortable with the potential risks this could incur. It was determined that risks of the expansion outweigh the rewards of increased profitability and these risks would be outlined in detail to the CEO.  ● Carter, Alex and Deanna want to change the return policy for order error. This policy change was determined to be necessary but outside the scope of this project. Deanna and Carter will work together to enact this policy change separate from this project. |