



Project Charter: Sustaining the Spoon

DATE: 09/05/2024

Project Summary

Sauce & Spoon aims to pilot self-service tabletop menu tablets at all Sauce and Spoon locations to reduce customer waiting time, reduce the number of negative reviews, and increase revenue.

Project Goals

- Launch pilot rollout of tabletop menu tablets at 2 locations (North & Downtown) in the Bar areas by June
- Increase product mix (appetizer and specialty drinks sales by an average of 15%) by June
- Raising the average check total to \$75 (13%) by June
- Increasing our average daily guest counts by 10% by June
- Decrease our average table turn time by 30 minutes during dinner hours of 5-10 pm by June
- Cut food waste by 25% by the end of the second quarter
- Train staff to operate new system and device management by June
- Integrate tablets into existing POS by June
- Hire 2 part-time Kitchen Staff

Deliverables

- Tablets for both locations acquired and configured
- Hire Kitchen Staff
- Increased appetizers and specialty drinks
- Increase in daily guest count
- Improved/reduced table-turn time
- Reduced food waste/comps
- POS software and systems integrated
- Staff trained on the new system use

Scope and Exclusion

In-Scope:

- Bar-Area Service pilot of tabletop menu tablets at 2 listed locations
- Reduction in food waste
- Reduced table-turn time
- Increased daily guest count
- Higher part-time kitchen staff
- Train Staff

Out-of-Scope:

- All other dining areas Service
- Reallocation of payroll from FOH to BOH
- Suggestion on adding return policies to the launch
- Proposition on improving the satisfaction of the kitchen staff

Benefits & Costs

Benefits:

- Speed up service and other processes
- Turn tables more quickly and serve more guests
- Give clear data points to track metrics so that we can help ensure the restaurant's success
- Keep up with the growing digital presence in the restaurant industry, allowing us to provide customers with a familiar digital experience

Costs:

- Training materials/fees \$10,000
- Hardware & Software Implementation in both locations \$30,000
- Customization fees \$500

- Updated Website and menu design fee \$5,000
- Maintenance fee (IT fees through EOY) \$5,000
 - TOTAL \$50,500

Appendix:

- Goal misalignment with Deann on decreased guest wait time
- Suggestion on adding return policies to the launch (out of scope)
- Proposition on improving the satisfaction of the kitchen staff (out of scope)
- No defined goal for installing discussed tablet packages that include menu add-ons, features, and coupons