Sauce & Spoon Project Plan

ID	Task	Notes	Start Date	Due Date	Duration	Task Owner	Status
1	**Milestone 1: Tablet and vendors selected**						
1.1	Research tablet system options				1 day	Seydou	
1.2	Connect Suace & Spoon with terrificTablets for branding				4 hours	Seydou	
1.3	Generate quotes and review costs for tablets and electrician vendors				4 hours	Seydou	
1.4	Test out tablet systems				3 days	Peta	
1.5	Choose a tablet system and order tablets				2 days	Peta	
1.6	Create contracts and statements of work for vendors				3 days	Peta	
2	**Milestone 2: Tablets working with proper features**						
2.1	Wait for tablets to arrive	Seydou projected 7-10 days shipping timeline, 3-4 hours to integrate the POS systems -has to ship from further away warehouse, adds a few days			10 days	Peta	
2.2	Reorder any broken tablets				1 day	Peta	
2.3	Make sure tablets compatible with current POS software	depends on if we have 3.0 or older, I think ours might be older			3 days	Deanna	
2.4	Meet with staff on incoming tablet sytem and any features that might affect tipping and payment				1 hour	Deanna	
2.5	Decide on and mock upmenu items to promote on system and link coupons	still waiting, Carter unpredicatble			1 week	Carter	
2.6	Schedule both smaller and larger training sessions				4 hours	Peta	
2.7	Work with Tablet vendor on custom branding, design, and uploading menus to tablets	vendor has done this many times, received estimate from mult. team members			4 hours	Seydou	
2.8	Install Cross-promotional feature on tablets that pair menu items and add-ons	never done before, try and work with vendor or Seydou			2 days	Peta	
3	**Milestone 3: Staff trained on tablet system**						
3.1	Test tablets working and that staff has credentials to access	do day of pre-training			4 hours	Peta	
3.2	Pre-training meeting to introduce tablets and changes to staff before training them on the tablets	low risk as just presenting tablets and plan (each training on diff day)			1 hour	Peta	
3.3	Small training of PjM, GMs, and Dir. of Ops on tablets by Seydou	never done before, but used to trainings			4 hours	Seydou	
3.4	Larger trainng of FOH and BOH workers on tablets by GMs, PjM	never done before			4 hours	Alex	
4	**Milestone 4: Tablets installed and ready for launch**						
4.1	Create troubleshoot/support plan for launch day				4 days	Peta	
4.2	Install tablets at bars in Downtown and North Area locations (wiring)	needs 2 half days at each location to minimize business impact			4 days	Peta	
4.3	Test run tablet system in with friends and family				4 hours	Deanna	
4.4	Implement Customer satisfaction survey on tablets				1 day	Deanna	
4.5	Launch day		April 29th (F)	April 29th (F)	1 day	Peta	
4.6	Upgrade tablets to newer system (swa out plugs)	simple, only delay is if tablets arirve broken or unforseen power outage			1 day	Deanna	

Gantt chart columns:
PHASE ONE (WEEK 1, WEEK 2, WEEK 3), PHASE TWO (WEEK 4, WEEK 5, WEEK 6), PHASE THREE (WEEK 7, WEEK 8, WEEK 9), PHASE FOUR (WEEK 10, WEEK 11, WEEK 12) — each week subdivided M T W R F.

Task Brainstorm

Task	Notes	Estimated Duration (Days)	Optimistic	Most Likely	Pessimistic	Confidence Rating (H/M/L)	Known Dates
Milestone 1: Tablet and vendors selected							
Research data points on tablet systems and enhancement							
Gather historical data on booking process							
Align and evaluate stakeholders							
Calculate projections and enhancements							
Interview members of the staff							
Create project charter (scope and goals)							
Schedule kick off meeting							
Milestone 2: Tablet and vendors selected							
Research tablet system options		1 day					
Connect Suace & Spoon with terrific Tablets for branding		4 hours					
Generate quotes and review costs for tablets and electrician vendors		4 hours					
Test out tablet systems		3 days					
Choose a tablet system and order tablets		2 days					
Create contracts and statements of work for vendors		3 days					
Milestone 3: Tablets working with proper features							
Wait for tablets to arrive	Seydou projected 7-10 days shipping timeline, 3-4 hours to integrate the PO	10 days	1 week	11 days	3 weeks	H	
Reorder any broken tablets		1 day					
Make sure tablets compatible with current POS software	depends on if we have 3.0 or older, I think ours might be older	3 days	4 hours	3 days	4 days	L	
Meet with staff on incoming tablet sytem and any features that might affect tipping and payment		1 hour					
Decide on and mock upmenu items to promote on system and link coupons	still waiting, Carter unpredicatble	1 week	5 days	1 week	2 weeks	L	
Schedule both smaller and larger training sessions		4 hours					
Work with Tablet vendor on custom branding, design, and uploading menus to tablets	vendor has done this many times, received estimate from mult. team memb	4 hours	2 hours	4 hours	2 days	H	
Install Cross-promotional feature on tablets that pair menu items and add-ons	never done before, try and work with vendor or Seydou	2 days	1 day	2 days	3 days	L	
Milestone 4: Staff trained on tablet system							
Test tablets working and that staff has credentials to access	do day of pre-training	4 hours	2 hours	4 hours	1 day	M	
Pre-training meeting to introduce tablets and changes to staff before training them on the tablets	low risk as just presenting tablets and plan (each training on dif day)	1 hour	30 minutes	1 hour	3 hours	H	
Small training of PjM, GMs, and Dir. of Ops on tablets by Seydou	never done before, but used to trainings	4 hours	3 hours	4 hours	6 hours	M	
Larger trainign of FOH and BOH workers on tablets by GMs, PjM	never done before	4 hours	3 hours	4 hours	6 hours	L	
Milestone 5: Tablets installed and ready for launch							
Create troubleshoot/support plan for launch day		4 days					
Install tablets at bars in Downtown and North Area locations (wiring)	needs 2 half days at each location to minimize business impact	4 days	2 days	4 days	6 days	M	
Test run tablet system in with friends and family		4 hours					
Implement Customer satisfaction survey on tablets		1 day					
Upgrade tablets to newer system (swa out plugs)	simple, only delay is if tablets arirve broken or unforseen power outage	2 hours	1 hour	2 hours	2 days	H	

Additional Resources

Title	Link	Date Added	Notes
7 Digital Menu Ordering System Highlights To Keep Customers Coming Back For More	https://www.talech.com/blog/2020/11/06/resources-7-digital-menu-ordering-system-highlights-to-keep-customers-coming-back/	10/7/2021	talks about autmatic pairing suggestions, something to consider
Best Uses for Tablets at Your Restaurant	https://www.business.com/articles/best-tablet-uses-restaurants/	10/7/2021	talks about benefits of tablets for people with disbilities and anxiety, interesting! also talks about corss-promoting (inventory mix increase wanted) and how tablets can manage business inventory

Quality and Evaluation

Quality Standards Category	Quality Standards Criteria/Description	Evaluation Questions	Evaluation Indicators
Customer Satisfaction	Average ticket time is 8 minutes for appetizers and 12-15 minutes for entrees.	Are the customers having a better dining experience with the tablets?	The average ticket time is 8 minutes for appetizers and 12-15 minutes for entrees.
Customer Satisfaction	A one-minute or less average checkout time.	Are the tablets saving time?	Checkout time for guests is 1 minute or less.
Customer Satisfaction	Less than 5% of customers who use tablets report technical issues each week.	Do the tablets work as expected?	Less than 5% of customers who use tbalets report technical issues each week.
Customer Satisfaction	98% tablet order accuracy.	Are the customers receiving the correct orders?	98% of customers receive the correct order.
Customer Satisfaction	seating.		

Survey Questions

Quality Standards — Criteria/Description	Evaluation Questions	Evaluation Indicators	Survey Question	Question Type	Option #1	Option #2	Option #3	Option #4	Option #5
Average ticket time is 8 minutes for appetizers and 12-15 minutes for entrees.	Are the customers having a better dining experience with the tablets?	The average ticket time is 8 minutes for appetizers and 12-15 minutes for entrees.	How long did your entire dining experience take? Please use your best judgement.	Multiple choice	Less than 30 minutes	Between 30 and 45 minutes	Between 45 minutes to 1 hour	Between 1 hour and 1.5 hours	More than 1.5 hours
A one-minute or less average checkout time. Less than 5% of customers who use tbalets report technical issues each week.	Are the tablets saving time?	Checkout time for guests is 1 minute or less. Less than 5% of customers who use tablets report technical issues each week.	How easy was the tablet for you to use?	Multiple choice	Extremely Difficult	Difficult	Nuetral	Easy	Extremely easy
98% tablet order accuracy. Less than 10 minute average wait time for seating.	Do the tablets work as expected? Are the customers receiving the correct orders?	98% of customers receive the correct order.	Did everyone in your party receive the correct order?	Yes/No	Yes	No			
			How long did you wait between ordering your entree and it's arrival. Please use your best judgement.	Multiple choice	Less than 5 minutes	Between 5 and 10 minutes	Between 10 and 15 minutes	More than 15 minutes	Our order never arrived. We had to ask someone.
			How long did you wait in the lobby before being seated?	Multiple choice	5 minutes or less	Between 5 and 10 minutes	Between 10 and 30 minutes	more than 30 minutes	I had a reservation
			Did you order any of the reccomended paired items?	Yes/No	Yes	No			
			Were there any errors that occured during your dining experience? friends?	Multiple choice	0 errors	1 error	2 errors	3 errors	4 or more errors
				Yes/No	Yes	No			
			Are there any other comments you have for us related to the tablet experience? If so, please let us know!	Open-ended	Open-ended				
			Please rank the features of the tablet that you like from highest (1) to lowest (5).	Scaled	pairing eccomendations	the menu page	the checkout page (where you order and pay)	the games page	the featured items page
			Your checkout was quick and easy.	True/False	TRUE	FALSE			