

Project Charter: Tabletop Menu Tablets Rollout

DATE: 02/09/23

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| **Project Summary** |
| A rollout of Tabletop menu tablets at the beginning of quarter 2 and its Impact in the Bar section of 2 selected Restaurants, Sauce and Spoon North and Sauce and Spoon downtown. |

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| **Project Goals** |
| * Decreased average table turn time by about 30mins by end of Q2, resulting in decreased customer wait time. * Increased average daily guest counts by 10% at end of Q2, resulting in increased profit. * Increased average check value to $75 by selling more appetizers and beverages resulting in increased profit * Increased product mix * Food waste reduction by 25% at end of Q2 * Increased appetizers sales by 10% in North location at end of Q2 * Increased appetizers sales by 20% in Downtown location at end of Q2 * Clear data point to track metrics by end of Q2 * Automated service delivery system in the bar sections of selected Restaurant reducing waitstaff from beginning of second quarter * Reduce number of negative customer review after implementation of tabletop menu rollout by end of Q2 * Increased employee satisfaction of kitchen staffs thereby decreasing employee burnout and turnover |
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| **Deliverables** |
| * Project charter * Tabletop menu tablets with menu add on features and the coupons by beginning of Q2 * Improved provision of appetizer and beverages from Q2 * Training plan for staffs on the new system * Configured POS system with Host software ready by beginning of Q2 * Digital experience for guests from beginning of second quarter |
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| **Scope and Exclusion** |
| **In-Scope:**   * Launching a pilot rollout of tabletop menu tablets at two of our restaurant locations, Sauce & Spoon North and Sauce & Spoon Downtown. * Bar area section of the restaurant only * Employee satisfaction   **Out-of-Scope:**   * Table top menu tablet in the whole restaurant sections * Tabletop menu tablets at all the restaurants * Policy change on orders returned fact-checked for customers errors |

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| **Benefits & Costs** |
| **Benefits:**   * Easy ordering by guest and reduction of wastage through errors * Data gotten can be used to formulate favourable policies * Improved sales metric through more customers * Improved business agility in the digital sphere of restaurants * Reduction in employee turnover   **Costs:**   * Getting the tabletop menu tablets and other hard wares, $30,000 * Maintenance (IT fees through EOY), $5,000 * Configuring the Host software and the POS machines cost * Training and materials for staffs on the system, $10,000 * Implementation of kitchen staff employees satisfaction target cost |

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| **Appendix:** |
| * North location GM noted the goal of increasing appetizer sales was not necessary. Downtown location GM felt otherwise. We agreed on Increased appetizer sales targeted at 15% resulting in 10% increase for North location and 20% for downtown location.   Note: It has been solved   * Reallocating payroll from front staff to hiring more kitchen staffs.   Note: It was agreed by the team to wait until data is gotten to its effects after end of Q2.   * On adjusting policy with food waste reduction due to order return by customers is meeting resistance   Note: They all agreed it to be out of scope. It would be addressed separately so as not negatively impact customer experience.   * Employee satisfaction has been agreed to be added to the scope of the project. Note: It will be included in the project charter by the project manager and Carter (kitchen chef) will assist in providing measurable metrics. |