

Project Charter: [Menu Tablets]

DATE: [11/13/2021]

| **Project Summary** |
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| Implementing a digital menu and point-of-sale (POS) system that will be guest-facing. This initiative will take the form of a fully integrated tablet system located at each table to offer guests a seamless ordering experience—and at the same time provide the restaurant with a more effective ticketing system. |

| **Project Goals** |
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| * Reduce food waste by 25% by the end of Q2 to reduce costs. * Decrease average table turn time by approximately 30 minutes by the end of the second quarter (Q2), resulting in decreased customer wait time * Increase average check total to $75 by selling more appetizers and beverages by the end of Q2, resulting in increased profits * Increase daily guest counts by 10% by the end of the year to increase the revenue. * Increase appetizer sales by average 15%, with the North location targeted for a 10% increase and the Downtown location targeted for a 20% increase. This will be by the end of Q2 to increase the revenues and provide a room for hiring needed additional staff |

| **Deliverables** |
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| * Clear data points to track metrics * Plan to train the stuff on the new system * Tablets installed in the bar area of two restaurant locations * implementing a digital menu and point-of-sale (POS) system that will be guest-facing * provide the restaurant with a more effective ticketing system |

| **Scope and Exclusion** |
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| **In-Scope:**   * start time * locations of the rollout * The installation area of the tablet menu * The integration of the restaurant systems   **Out-of-Scope:**   * Changing the policy on order return due error. * Raise kitchen stuff satisfaction * daily specials |

| **Benefits & Costs** |
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| **Benefits:**   * These are the greatest areas of opportunity to reduce costs: staffing, order size and amount, improving customer satisfaction and retention, and providing timely and quality service. * Raise customer satisfaction due to speeding the service processes and turntables more quickly and serve more guests. * Provide customers with a familiar digital experience by keeping up with the growing digital presence in the restaurant industry. * Ensure the restaurant’s success using the clear data points to track metrics.   **Costs:**   * $10,000 for “ Training Material and fees ” * $30,000 for “ Hardware and software implementation across locations ” * $5,000 for “ Maintenance (IT fees through EOY) ” * $5,000 for “ updating website and menu design fees “ * $550 for “ other customization fees ” |

| **Appendix:** |
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| * **[Misalignment 1] Alex and Gilly disagree on how much the tablets will impact the appetizers sales in their locations.**   **[Solution/ Suggestion/ Decision] They agreed to my suggestion that we will raise the appetizers sales by an average 15%, with the North location targeted for a 10% increase and the Downtown location targeted for a 20% increase.**   * **[Misalignment 2] Gilly and I (the project manager) disagree on whether to remove the goal of decreasing guest wait time or not .**   **[Solution/ Suggestion/ Decision] we decided to remove it as it will naturally increase when reducing the turntable time.**   * **[Misalignment 2] Carter and Gilly disagree on whether the send-back policy is within the scope of the project.  [Solution/ Suggestion/ Decision] They decide to discuss it separately from the tablet project.** |