Project Charter: Menu Tablets

DATE: [12/05/2023]

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| **Project Summary** |
| XYZ Company is a local restaurant chain specializing in scratch-to-table cuisine. The restaurant group is growing in annual sales (+28%) each year and wants to meet demand by improving current restaurant operations. The restaurant reduce costs: staffing, order size and amount, improving customer satisfaction and retention, and providing timely and quality service. |

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| **Project Goals** |
| * Rolling out tabletop menu tablets to assist customers with quick, easy ordering options. * Reduce the table turn time by at least 30 minutes to decrease customer frustration by q2 to increase profits. * Improve customer satisfaction * Reduce the amount of food wastage because customers send food back. * get some estimates of how much we can expect to cut with this project, and formulate a reasonable goal from there. * integrate with our existing POS system and host software by q2 to easy adaptation. * this project can help us do that is upselling appetizers or promoting certain entrees to an average of $75 by Q2 to increase profits |

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| **Deliverables** |
| * to launch a pilot rollout of tabletop menu tablets at two of our restaurant locations, XYZ Company North and XYZ Company Downtown in the bar. * Keep our operating expenses below 65% and our profit margins above 8% in order to focus on providing high-quality food * Maintain an average rating of 4.5/5 stars on our review platform. * decrease our average table turn time by about 30 minutes from 80 minutes * increasing our average daily guest counts by 10%. * estimates of how much we can expect to cut the amount of food waste. * POS system and host software with new tablet software * start the pilot at the beginning of quarter two * A plan to train the staff on the new system |

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| **Scope and Exclusion** |
| **In-Scope:**   * Tablet rollout at two locations at bar area * A plan to train staff * Integrate the software to current host software and POS * An estimate of reduction in food waste by this new proposal   **Out-of-Scope:**   * Rollout of the service at new location other than the mentioned two locations * Actual training of the staff * Hiring additional staff members , training professionals * Rollout of the new feature to the entire restaurant |

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| **Benefits & Costs** |
| **Benefits:**   * Increase profit by reducing average table turn time * Increase profits by reduction of food wastage * Increase the customer satisfaction   **Costs:**   * Procurement of tablets 5000$ * Hiring a development team for software 15000$ * Setting up of devices at the restaurant 3000$ * Training plan specialist 1500$ |

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| **Appendix:** |
| * 11/05/2023 - misalignment on the goal to decrease guest wait time as a dependency, resolution is not to include it but rather use table turn time. * 10/05/2023 - misalignment on staffing in kitchen, bar hosts. Resolution is to wait for more data at the end of Q2. * 09/05/2023 - misalignment of the percentage of increase in sales of appetizers, resolution is to make the average of 15% increase as an desired deliverable * 08/05/2023 - misalignment on changing the project goal to guarantee on tablet performance and whether or not profit increases will be stable, resolution is to wait for more data |