



Project Charter: Tabletop Menu Tablets Pilot Project

DATE: 31/05/2024

Project Summary

Sauce and Spoon launch a pilot project to meet the demand of current restaurant operations by rolling out tabletop menu tablets to assist customers with quick, easy ordering options that will speed up service and other processes and allow them to turn tables more quickly and serve more guests.

Project Goals

- Improving table service by installing a tablet menu on Q2
- Increase the average check total to \$75 by the end of Q2 by selling more appetizers and beverages, resulting in increased profits.
- Decrease average table turn time by approximately 30 minutes by the end of the second quarter (Q2), resulting in decreased customer wait time
- Reduce food waste by 25% by the end of Q2
- Increase the daily guest count by 10% by the end of Q2
- Increase appetizer orders by 15% average overall (Downtown 20% and North 10%)
- Reduce employee turnover rate and increase employee satisfaction
- Create Training material and train staff on the new tablet ordering system
- Serve at least four parties at that time at each table

Deliverables

- Tablets installed in the bar area of two restaurant locations, Downtown and North locations

- Tablet package with menu item add-on feature and coupons
- Table software compatibility with the existing system
- Training material for the staff on the new system
- Update website and menu design
- Clear data points to track metrics
- Partner with five new local and sustainable vendors each year on a rotating basis

Scope and Exclusion

In-Scope:

- Tablet ordering system rollout
- New website and menu design
- Improve the kitchen's employee satisfaction metric
- Training staff with the new system

Out-of-Scope:

- Implement a new policy for food waste
- Hire more kitchen staff

Benefits & Costs

Benefits:

- Speed up service to serve more guests
- Increase sales by estimated parameter
- Clear data points to track metrics so it can help ensure the restaurant's success
- Offer guests a seamless ordering experience
- Improve employee loyalty

Costs:

- Training Material - \$10,000
- Hardware and Software Implementation - \$30,000
- Maintenance - \$5,000
- Update Website and Menu Design - \$5,000
- Customization Fee \$550
- Total: \$50,550

Appendix:

- Misalignment about Payroll Reallocation - budget allocation which reduces FOH and increases BOH staff to support an increase in order
- Revise Feature about Change in Policy Change - regarding food waste and order return based on error
- Misalignment about increasing appetizer sales as a goal - since different locations got different sale percentages on appetizers and beverages in total sales
- Misalignment about Goal - put decreasing in guest wait time and table turnover rate as separate goals