**Activity: Complete your project charter assignment**

The project will develop and implement a new tablet menu disposed at the Sauce & Spoon North and Downtown restaurant supporting the business growth and improving the service quality and digital customer experience.

**Project Goals**

* Implementing the pilot at the beginning of quarter two in both restaurants.
* Increase appetizer cocktails sales by 10% using add-ons and offering coupons at Northrestaurant at the end of June (end of Q2).
* Increase appetizer/cocktails sales by 20% using add-ons and offering coupons at Downtown restaurants increasing at the end of June (end of Q2).
* Increase average check value from $65 to $75 by the end of June by selling 150 0 more appetizers and specialty beverages.
* Increase the overage of daily guest counts by 10% by the end of June, decreasing the coverage table turn time by 30 minutes.
* Reduce food waste by 25% by the end of June by creating a feature for direct communication between the guest and the kitchen.
* Train the staff on the new system by the beginning of quarter two.
* Integrate, configure, and test the new system with the existing one properly by the beginnmg of quarter two.
* Improve the restaurant rating between 4.5 and 5 stars by offering a digital experience to customers using tablets by the end of quarter 2.

**Deliverables**

* Project Charter
* Application/software layout and resources
* Application/software design and information (menu).
* Add-on for appetizers/cocktails and coupons feature.
* Application/software Third-party integration
* Equipment delivery and installation.
* Staff training
* Clear data points to track metrics at the end of June

**Scope and Exclusion**

**In-Scope:**

* Training materials
* Hardware and software implementation across locations
* Maintenance up to the end of the year (EOY)
* Website and menu design update
* Data result from the analysis

**Out-of-Scope:**

* Company’s policy adjustment.

**Benefits & CostsBenefits**

* Increase the company profit
* Reduce the company expenses with staff and turnover.
* Reduce the company expenses with food waste
* Improve the customer experience.
* Improve the food and service quality.
* Reduce the human error in ticketing.
* Facilitate the onboard training.
* Real data points to track metrics and measure success.

**Costs:**

* Training material fees: $10,000
* Hardware and Software implementation across locations: $30,000
* Maintenance (IT fees through EOY): $5,000
* Update website and menu design fee: $5,000
* Other customization fees: $550