

Project Charter: Sauce & Spoon Project Menu Tablets

DATE: [20/12/22]

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| **Project Summary** |
| Our plan is to expand the tablet rollout to all Sauce & Spoon locations in the bar area of each. So that, customer’s satisfaction level can be improved, and the sales can be increased. |

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| **Project Goals** |
| * Decrease average table turn time by approximately 30 minutes by the end of the second quarter (Q2), resulting in decreased customer wait time. * Increase daily guest counts for 10% by the end of Q2, resulting in increased profit. * Increase appetizer sales by 15% in overall by the end of Q2, resulting in increased product mix. * Increase appetizer sales in the North location targeted for a 10% increase by the end of Q2, resulting in increased product mix. * Increase appetizer sales in the Downtown location targeted for a 20% increase by the end of Q2, resulting in increased product mix. * Increase average check total to $75 by selling more appetizers and beverages by the end of Q2, resulting in increased profits * Cut food waste by 25% by the end of Q2. |

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| **Deliverables** |
| * A plan to train the staff on the new system * Clear data points to track metrics * Tablets installed in the bar area of two restaurant locations * Tablet packages that include menu add-ons and coupons * Get the estimates on a goal of reducing food waste * Tablets allow the servers to cover more tables at once * Hire more kitchen staffs * Include more bussers and runners |

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| **Scope and Exclusion** |
| **In-Scope:**   * Tablet rollout. * Data points in tracking metrics. * Customer’s satisfaction rate. * The rate of the food waste.   **Out-of-Scope:**   * The interventions of the policy on order returns to due error as part of the tablet rollout. |

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| **Benefits & Costs** |
| **Benefits:**   * Speed up service and other processes with the project launch. * Increase the efficiency of turning the table and able to serve more guess. * Ensure the restaurant’s success with clear data points to track metrics. * Able to provide customers with a familiar digital experience by keeping up with the growing digital presence in the restaurant industry.   **Costs:**   * Training materials and fees * Hardware and Software implementation across locations * Maintenance (IT fees through EOY) * Updated website and menu design fee * Other customization fees |

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| **Appendix:** |
| * Reallocate some of our payroll   Data around how the tablets impact table turn time and changes in revenue is required for knowing how much we’ll have available to hire more kitchen staff.   * If reducing wait times should be a separate goal   The goal of reducing wait time is not specific enough for being a sperate goal and seems redundant with the table turn time goal. Therefore, the goal of “Reduce guest wait time” is removed with the agreement of Peta (Project Manager), Gilly (General Manager, North) and Alex (General Manager, Downtown).   * Policy intervention towards the goal of food waste   Whether the adjustment of the policy should be tied to the tablet rollout. Alex (General Manager) and Gilly (General Manager, North) agree with moving this topic to an operations discussion and keeping it separate from the project.   * Satisfaction of the kitchen staff   Whether improving satisfaction of the kitchen staff should be included in the project scope. Peta (Project Manager) not sure with this but Carter (Executive Chef) is fine with this. As a result, Peta asked for a way to work it into the plan and provide specific metrics of showing how the project launch can improve staff’s satisfaction level. |