**Email #1**

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| From: Peta  To: Seydou  Subj: [Subject line] Explanation of the benefit in push back against the expansion  [Greeting and intro]  Dear Seydou,  I hope you are doing well! As you know, Omar and Deanna (the Director of Operations) are asking for the rollout expansion that include all the dining areas but not just the bar area. Therefore, the revenue can be increased. However, risk and uncertainty will be caused that can impact the successful of the project. So, I would like to have a further explanation of the benefit in push back against the expansion through this email.  [Body]  In terms of the risk management, expansion rollout will negatively impact the project with more risks may occur. As you have mentioned during the meeting, a bar-focus rollout is less risky. Also, as Alex mentioned in the meeting, there are so many variables to account for the expansion of the rollout that might let the project being riskier. So, push back against the expansion rollout allow the project being less risky.  In terms of the change management, expansion rollout will reduce the flexibility of the change implementation in the project. As I mention in the meeting before, we can make any necessary changes to the training process and address any issues without majorly impacting the entire restaurant before scaling further by only focuses on one section of the restaurant for the rollout. Once if the project expands the rollout, changes for the project will be less flexible. Therefore, push back against the expansion rollout allow a flexible change for the project progress.  [Conclusion]  To conclude, in terms of the risk management and the change management, push back against the expansion rollout will benefit the project in avoiding the out of scope. However, Omar and Deanna are asking for the rollout expansion, which may affect the scope and the successful of the project. Therefore, I am looking for your support as a restaurant consultant with convincing Omar and Deanna to stick with the original plan and limit the rollout to the bar area during the next review meeting by raising their attention in terms of the harms that will bring to the project for expansion rollout. Thanks for your attention and please do let me know if you have any other questions.  [Email closing]  Best Regards,  Peta |

**Email #2**

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| From: Peta  To: Zane  Subj: [Subject line] Explanation of the benefit in push back against the expansion  [Greeting and intro]  Dear Zane,  I hope you are doing well! As you know, Omar and Deanna (the Director of Operations) are asking for the rollout expansion that include all the dining areas but not just the bar area. Therefore, the revenue can be increased. However, risk and uncertainty will be caused that can impact the successful of the project. So, I would like to have a further explanation of the benefit in push back against the expansion through this email.  [Body]  In terms of the risk for the scale of the kitchen, expansion rollout requires a rapid scale up for the kitchen operation because of increased demand that will occur the risk for the kitchen operation. Originally, as Larissa mentioned in the meeting, the project is planning to start with a smaller rollout, then we can expand from there once we have a sense of the effort involved and the data reports which will come from the review of the rollout in bar area. If we tend to introduce the rollout for the whole area, the diners in sections with tablets really do tend to order more under the observation by our project team. So, the kitchen will need to scale up the operation immediately to meet the increased demand. That may increase the risk for the kitchen operation.  In terms of the change management, expansion rollout will reduce the flexibility of the change implementation in the project. As I mention in the meeting before, we can make any necessary changes to the training process and address any issues without majorly impacting the entire restaurant before scaling further by only focuses on one section of the restaurant for the rollout. Once if the project expands the rollout, changes for the project will be less flexible. Therefore, push back against the expansion rollout allow a flexible change for the project progress.  [Conclusion]  To conclude, in terms of the risk for the scale of the kitchen and the change management, push back against the expansion rollout will benefit the project in avoiding the out of scope. However, Omar and Deanna are asking for the rollout expansion, which may affect the scope and the successful of the project. Therefore, I am looking for your support as a Kitchen Manager, North with convincing Omar and Deanna to stick with the original plan and limit the rollout to the bar area during the next review meeting by raising their attention in terms of the harms that will bring to the project for expansion rollout. Thanks for your attention and please do let me know if you have any other questions.  [Email closing]  Best Regards,  Peta |