Project Charter: Menu Tablets

DATE: [3/26/2021]

Project Summary

Sauce & Spoon would like to launch a pilot rollout of tabletop menu tablets at two of our restaurant locations, Sauce & Spoon North and Sauce & Spoon Downtown. This way, guests can place their orders on the tablets as soon as they arrive at the restaurant, rather than waiting for a server to attend to them, and will increase revenue and customer satisfaction.

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 and more profit
- increasing our average daily guest counts by 10% in next 2 quarters
- Cut food waste bt 25% after launching
- Reduce negative review by 80% in next 2 quarters
- Raise the average check total per customer to $75
- Implement menu tablets by the start of Q2

- Increase daily guest counts by 10% after 2 months of running project
- Increase appetizer sales by 15% overall average increase by the end of Q2, resulting in increased profits
- Increase employee satisfaction by 20% by the end of the second quarter (Q2) resulting a good work environment

Deliverables

- Tablets installed in the bar area of two restaurant locations
- Setting clear data points to track metrics
- Improved product mix to raise the average check total per customer
- Make the customers orders more appetizers and drinks
- Training the staffs
- Integration of host software with tablet software
- A plan to help the kitchen ensure they have appropriate resourcing.

Scope and Exclusion

In-Scope:
- Tablet installation
- Kitchen staff re-arrangement
- Improved customer satisfaction
- Increasing revenue
- Food menu rearrangement
- Marketing of new system

Out-of-Scope:
- policy interventions

Benefits & Costs

Benefits:
- Increased customer satisfaction
- Increased employee satisfaction
- Increased revenue
- Better data points to track metrics

Costs:
- Total 50,550$

Appendix:

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Project Investments (Costs)	**Estimated Cost**
Training materials and fees	$10,000
Hardware and Software Implementation across locations	$30,000
Maintenance (IT fees through EOY)	$5,000
Updated website and menu design fee	$5,000
Other customization fees	$550