



Project Charter

Sauce and Spoon: Tabletop Menu Tablets Project

Date: 12 February 2024

Project Summary

Our plan is to launch a pilot rollout of Tabletop menu tablets at two locations, Sauce and Spoon (North) and Sauce and Spoon (Downtown) that aims to improve customer satisfaction and increase sales by end of Q2.

Project Goals

SMART:

- Deliver 95% of orders on time within one month of launch.
- Set up order processing and supply chain management software to make revenue streams more efficient
- Maintain excellent service standards by developing and launching an employee training program which will train 90% of employees before the official service launch.
- Increase revenue by 5% by the end of the year by rolling out a new service that provides office plants to top clients.
- Reduce average table turn time by approximately 30 minutes by the end of the second quarter (Q2) which in turn helps to decrease customer wait time
- Increase profit by selling more appetizers and beverages by the end of Q2,
- Decrease the burnout of staffs
- Maintaining an average of 4.5/5 stars on our review platform
- Cut food waste by 25% and reduce food wastage from orders taken in correctly

by 100% by end of Q2

- Increase customer satisfaction with food ordering by 90% by end of Q2
- Increase average daily guest by 15% by end of Q2
- Increase profit margin by 10% by end of Q2
- Increase product by 10% by end of Q2

Deliverables

- Speed up service, ordering and other processes, assist customers with quick, easy ordering options
- Launch a new website for orders and customer support
- Trained Staffs that can provide quality services
- Increased brand awareness
- Increase the Restaurant's quality service, production and profitability
- Increase customer satisfaction
- Decrease Employee's turnover and burnout

Business Case/Background

We are doing this as this is a top requested service from our customers, and it will improve customer satisfaction and retention, and also increase sales & profit.

Benefits & Costs

Benefits:

- Increase revenue by having higher table turn and increase of average tickets
- Maximize customer satisfactions
- Improve effect in payment/checking of orders
- Reduce food wastage
- digitizing the ordering process which will speed up service and other processes. It will give us clear data points to track metrics so that we can help ensure the restaurant's success.

Costs:

- | | | |
|---------------------------------|-----|-----------|
| • Training Materials and Fees | USD | 15,000.00 |
| • Update Website and web design | USD | 30,500.00 |
| • Maintenance (IT fees) | USD | 4,000.00 |
| • Other Costs | USD | 1,500.00 |

Estimated Budget: USD 51,000.00

Scope and Exclusion

In-Scope:

- We will maintain a digitalize service which speed up the service and orders for customers.
- We will create a service that provide small plants for last year's top clients.
- We will provide a one Time Training to staffs to use the system
- We will improve the table turn time

Out-of-Scope:

- Plant care
- Policy changes

Project Team

Project Sponsor

- Director of Product

Project Lead

- Daniel Molla Sharew

Project Team

- Marketing Associates
- Website Developers
- Plant Vendors
- Training Facilitators

Additional Stakeholders

- VP Customer Success
- Account Manager
- Fulfilment Manager

Measuring Success:

What's acceptable:

- 5% increase in revenue by the end of the year
- 95% customer satisfaction three months after the launch of the project