

## Sauce & Spoon Project Plan

Task #	Task	Task Owner	Start Date	Due Date	Duration	Notes	Status	PHASE ONE			PHASE TWO			PHASE THREE			PHASE FOUR											
								WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11	WEEK 12									
								M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	
1	Milestone 1: Project Initiation																											
1.1	Align and evaluate stakeholders	Peta			3		100%																					
1.2	Calculate projections and enhancements	Peta, Gilly, Alex, Seydou			0		100%																					
1.3	Interview members of the staff/ gather historical data on ordering process	Peta, Gilly, Alex			1		100%																					
1.4	Create project charter (scope and goals)	Peta			0		100%																					
1.5	Schedule kick off meeting	Peta			0		100%																					
2	Milestone 2: Tablet Research/Sourcing																											
2.1	Research tablet customization options/compatible operating system with existing POS	Seydou			4	Depends on if we have 3.0 or older, I think ours might be older.	100%																					
2.3	Find and generate quotes	Deanna			3		100%																					
2.4	Choose a tablet system	Seydou			2		100%																					
2.5	Determine how many tablets we need to order for each location with General Managers	Alex, Gilly			0		100%																					
2.6	Determine if we will purchase and store backup tablets for emergencies	Seydou			0		100%																					
2.7	Select top 3 vendor for branding with marketing team	Deanna, Seydou			1		100%																					
2.8	Create contracts and statements of work for vendors (timeline, deliverables, installation/wiring schedule)	Deanna			4		100%																					
2.9	Finalize and get contracts and statements of work signed	Deanna			2		100%																					
2.1	Schedule & hold Phase I Meeting (progress and task estimation)	Peta			0		100%																					
3	Milestone 3: General Project Planning																											
3.2	Message about launch date to stakeholders	Peta			0		100%																					
3.3	Project Plan Updates	Peta			13		100%																					
3.4	Outline design draft dates with marketing team	Seydou			2		100%																					
3.5	Create initial launch day plan: staffing, troubleshooting, etc.	Deanna			2		100%																					
3.6	Create a post-dining survey to assess customer satisfaction and establish metrics	Peta			3		100%																					
2.1	Phase II Meeting (progress and task estimation)	Peta			0		100%																					
4	Milestone 4: Tablet Customization/Shipping/Installation																											
4.1	Create a initial rough mockup for menu layout with coupon links	Carter			5	Still waiting, need update from Carter. Once mock-ups are received, 3-4 hours to upload.	100%																					
4.4.1	Work with Tablet vendor on custom branding, design, and updating menus to tablets	Seydou				The vendor has done this many times, involved estimate from mall, both members																						
4.4.2	* Order two tablets for both location (for test run)	Deanna			0		100%																					
4.4.3	* Seydou projected 7-10 days shipping timeline. 3-4 hours to integrate the POS systems -has to ship from further away warehouse, adds a few days																											
4.4.4	Two test tablets shipping from warehouse	Seydou			10		100%																					
4.4.4	Determine specific bar location for installation with GMs for North and Downtown	Seydou			0		100%																					
4.5	Confirm tablet arrival, initial quality, test menu layout	Seydou			1		100%																					
4.5	Schedule electrician test installation for North and Downtown	Deanna			1		100%																					
4.6.1	Install one tablet to ensure proper installation and to identify any potential issues	Seydou			3		100%																					
4.6.2	* Finalize order of remaining tablets	Deanna			1		100%																					
4.6.3	* Seydou projected 7-10 days shipping timeline. 3-4 hours to integrate the POS systems -has to ship from further away warehouse, adds a few days																											
4.6.3	Remaining tablets shipping from warehouse	Seydou			10		100%																					
4.7	Confirm remaining tablets arrival and initial quality	Peta, Seydou			1		100%																					
4.8	Schedule electrician final installation for North and Downtown	Deanna			4		100%																					
4.9	Install remaining tablets to ensure proper installation and to identify any potential issues	Seydou			3		100%																					
4.1	Phase III Meeting (progress and task estimation)	Peta			0		100%																					
4.11	Project Plan Updates	Peta			13		100%																					
5	Milestone 5: Staff training																											
5.1	Train GMs on new tablets with Seydou. Start drafting training content and schedule possible training dates with GMs and Kitchen Managers	Seydou, Deanna, Gilly, Alex			1	Seydou will train the GMs for 2 hours each solo training, plus present for staff training in case needed.	100%																					
5.2	Pre-training staff meeting at North location to introduce tablets	Gilly			3		100%																					
5.3	Pre-training staff meeting at Downtown location to introduce tablets	Alex			1		100%																					
5.6	Confirm training dates with GMs and update staff calendars	Alex, Gilly, Carter, Zane, Larissa			2		100%																					
5.6	Complete training content & Run through training content with GMs	Deanna, Gilly, Alex			1	Seydou will provide notes	100%																					
5.8	Alex trains the Downtown staff	Alex			3	needs 2 half days at each location to minimize business impact	100%																					
5.9	Gilly trains the North staff	Gilly			3	needs 2 half days at each location to minimize business impact	100%																					
5.1	Finalize launch day plan: staffing, troubleshooting, etc.	Deanna, Gilly, Alex			1		100%																					
6.11	Confirm post-dining survey to assess customer satisfaction and metrics	Peta			1		100%																					
6.12	Phase IV Meeting - Pre-Launch Day (progress and task estimation)	Deanna			0		100%																					
6.13	Project Plan Updates	Peta			11		100%																					
6	Milestone 6: Test Run/troubleshoot																											
6.1	Test run of tablets in restaurants with staff family/friends (ordering and surveys)	Deanna			1		100%																					
6.2	Team meeting (troubleshoot plan/support plan)	Deanna, GMs, and Seydou			1		100%																					
6.4	Installation any needed upgrades to devices	Seydou			3		100%																					
7	Milestone 7: Launch of Pilot																											
7.1	Launch day				0		100%																					
7.2	Update Project Plan	Peta			2		100%																					
8	Milestone 8: Post Pilot Wrap-up/Project closing																											
8.1	Complete closing documentation	Peta			2		100%																					
8.2	Retrospective meeting with management and restaurant staff	Peta			1		100%																					
8.3	Retrospective meeting with leadership/management staff	Peta			1		100%																					

Stakeholder	Role	Notes
Omar Mubarak	Owner	Responsible for the overall direction, profitability, and reputation of the restaurant group. Most senior stakeholder.
Deanna Coleman	Director of Operations	Responsible for daily communication across different teams. Oversees the restaurant managers. Helps with interviewing, hiring, and training new employees.
Carter Ward	Executive Chef	Has the final say on all menu choices. Responsible for overseeing all other chefs employed by the restaurant.
Peta Tsosie	Project Manager	Responsible for updating project documents (project charter, project plan, and closing materials)
Gilly Tyson	General Manager (North)	Great resource for training and providing input on general restaurant operations. Responsible for hiring and training staff, ordering all the restaurant's supplies, and gauging customer satisfaction at location
Alex Schmidt	General Manager (Downtown)	Previously worked in retail management at a large home improvement chain. Trained by Gilly. Responsible for hiring and training staff, ordering all the restaurant's supplies, and gauging customer satisfaction at location
Nia Williams	General Manager (Waterfront)	Experience from hostess up to management. Tended bar at a luxury hotel which would be helpful for the pilot. Passionate about the restaurant industry. Responsible for hiring and training staff, ordering all the restaurant's supplies, and talking to customers to ensure that they are happy with their service.
Zane Dutchman	Kitchen Manager (North)	Sous chef before kitchen manager - enthusiastic about role Learning from Larissa. Responsible for: (1) Overseeing daily BOH operations and administrative tasks and (2) Controlling costs and managing labor.
Larissa Stein	Kitchen Manager (Downtown)	New to Sauce & Spoon. Previously managed kitchen at a Michelin-star restaurant. Enthusiastic about role and restaurant work. Responsible for: (1) Overseeing daily BOH operations and administrative tasks and (2) Controlling costs and managing labor.

<b>Seydou Diallo</b>	<b>Restaurant Technology Consultant</b>	<p>Background in tech support and new to restaurant industry.</p> <p>First major project and excited to prove himself.</p> <p>Helps restaurants implement cost-effective, easy-to-use, integrated technology systems.</p>
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# Task Brainstorm

Task	Notes	Estimated Duration (Days)	Optimistic	Most Likely	Pessimistic	Confidence Rating (H/M/L)	Known Dates
<b>Milestone 1: Tablet Research/Sourcing</b>							
Research tablet customization options		5					
General quotes and review costs		5					
Find compatible operating system with existing POS		7					
Choose a tablet system		3					
Find and confirm top vendors for installation and design		7					
Vendor timeline and deliverables schedule concerning installation/wiring		5					
Create contracts and statements of work for vendors		5					
<b>Milestone 2: General Project Planning</b>							
Message about launch date to stakeholders		3					
Project Plan Updates		2					
Outline design draft dates with marketing team		1					
Create initial launch day plan: staffing, troubleshooting, etc.	How might tablets affect tips for waitstaff?	3					
Create a post-dining survey to assess customer satisfaction and establish metrics		5					
<b>Milestone 3: Tablet Customization/Shipping/Installation</b>							
Project Plan Updates		3	2	3	4	M	
Design Menu layout - marketing team and vendor		2					
Order two tablets for both location (for test run)		1					
Two test tablets shipping from warehouse		3					
Determine specific bar location for installation with GMs for North and Downtown		5					
Schedule electrician test installation for restaurants		3					
Install one tablet at both locations to identify any potential issues		2					
Order of remaining tablets		1					
Install remaining tablets at both locations		7					
<b>Milestone 4: Staff training</b>							
Train GMs on new tablets with Seydou	Waitstaff tends to resist changing the way they interact with customers, and the tablet benefits aren't always obvious. If someone in-house does the training they're more likely to get on board. So we'll have Seydou train a small group of us, then we'll schedule a second training with all the staff at each location.	5	3	4	6	M	
Create training content	So it sounds like we'll have you train a small group of us, then we'll schedule a second training with all the staff at each location.	3					
Pre-training prep meeting	In the Past at the Waterfront location: Didn't get waitstaff buy-in before rolled out the restructured pay and incentives for the entire staff with no tips (embedded in prices). Staff felt we brought in this new initiative—something that directly affected their pay—without telling them, and half quit to earn more elsewhere.	2					
Run through training content with GMs	if we're implementing something that could affect waitstaff tips, we have to get their buy-in first. And have it come from a GM. Have a staff meeting, or smaller team meetings, and keep messaging	1					
Train staff at both locations	*May be confusion with multiple software interacting	7	4	6	8	L	
Finalize launch day plan: staffing, troubleshooting, etc.		3					
<b>Milestone 5: Testing/troubleshoot</b>							
Test-run tablets with real-life scenario	Gilly recommends testing out the tablets with friends and family who are unlikely to get upset if there are problems.	2					

# Task Brainstorm

Task	Notes	Estimated Duration (Days)	Optimistic	Most Likely	Pessimistic	Confidence Rating (H/M/L)	Known Dates
Review test run and troubleshoot		3					
Milestone 6: Launch Day							
Launch tablets		1					
Review first week and make updates		3					
Milestone 7: During Pilot							
Ensure customer data is being collected and stored		5					
Check tablet function at the end of each week		7					
Milestone 8: Post Launch							
Organize data		3					
Analyze data		5					
Create dashboard and presentation		1					
Present findings and survey stakeholders		3					
Gather and finalize project documentation		4					
Schedule project retrospective		2					

## Additional Resources

Title	Link	Date Added	Notes
PMI Article: "Restaurant Reboot"	<a href="https://www.pmi.org/learning/library/restaurant-reboot-9754">https://www.pmi.org/learning/library/restaurant-reboot-9754</a>	4/11/2023	*Project Management Insititue feedback on tablet rollout plan
Tablet POS Sytems	<a href="https://www.merchantmaverick.com/top-tablet-pos-systems-restaurants/">https://www.merchantmaverick.com/top-tablet-pos-systems-restaurants/</a>	4/11/2023	*list of "top 7" in restaurant industry
Best Practices For Your Digital Menu	<a href="https://www.barandrestaurant.com/operations/best-practices-your-digital-menu">https://www.barandrestaurant.com/operations/best-practices-your-digital-menu</a>	4/12/2023	*ideas for mobile device use
High-tech hospitality	<a href="https://restaurant.org/education-and-resources/resource-library/high-tech-hospitality/">https://restaurant.org/education-and-resources/resource-library/high-tech-hospitality/</a>	4/19/2023	*Free report on status of tech in restuarant industry
Key Restaurant Technology Hacks For Growth In 2021	<a href="https://www.forbes.com/sites/forbestechcouncil/2021/05/19/key-restaurant-technology-hacks-for-growth-in-2021/?sh=6ebe168b236c">https://www.forbes.com/sites/forbestechcouncil/2021/05/19/key-restaurant-technology-hacks-for-growth-in-2021/?sh=6ebe168b236c</a>	4/19/2023	* Has helpful notes on hoe tablets can decrease waste and increase efficiency



## Quality and Evaluation



## Quality and Evaluation

[illegible]

# Survey Questions

Quality Standards Criteria/Description		Evaluation Questions	Evaluation Indicators	Survey Question	Question Type	Question Answer Options (depends on question type)				
						Option #1	Option #2	Option #3	Option #4	Option #5
Increase customer retention in tablet areas by 5%.	Are customers having a better dining experience with tablets?	Are customers willing to be seated in tablet areas?	The number of customers sitting in tablet areas increase by 5% after the first month of tablet launch.	How often do you dine with us?	Multiple choice	This was my first time	I visit you occasionally	I come by at least once a month	I dine with you weekly	
		Are the customers having a better dining experience with the tablets?	The average ticket time is 8 minutes for appetizers and 12-15 minutes for entrees.	How long did your entire dining experience take? Please use your best judgement.	Multiple choice	Less than 30 minutes	Between 30 and 45 minutes	Between 45 minutes to 1 hour	Between 1 hour and 1.5 hours	More than 1.5 hours
Average ticket time is 8 minutes for appetizers and 12-15 minutes for entrees.	Are the tablets saving time?	Are the tablets saving time?	Checkout time for guests is 1 minute or less.	How easy was the tablet for you to use?	Multiple choice	Extremely Difficult	Difficult	Nuetral	Easy	Extremely easy
		Do the tablets work as expected?	Less than 5% of customers who use tablets report technical issues each week.	Did everyone in your party receive the correct order?	Yes/No	Yes	No			
A one-minute or less average checkout time. Less than 5% of customers who use tablets report technical issues each week.	Are the customers receiving the correct orders?	Are the customers receiving the correct orders?	98% of customers receive the correct order.	How long did you wait between ordering your entree and it's arrival. Please use your best judgement.	Multiple choice	Less than 5 minutes	Between 5 and 10 minutes	Between 10 and 15 minutes	More than 15 minutes	Our order never arrived. We had to ask someone.
		Are customers being served swiftly?	Customers wait time is a maximum of 10 minutes.	How long did you wait in the lobby before being seated?	Multiple choice	5 minutes or less	Between 5 and 10 minutes	Between 10 and 30 minutes	more than 30 minutes	I had a reservation
98% tablet order accuracy. Less than 10 minute average wait time for seating.				Did you order any of the recommended paired items?	Yes/No	Yes	No			
				Were there any errors that ocured during your dining experience? Would you reccomend dining here with the tablet experience to friends?	Multiple choice	0 errors	1 error	2 errors	3 errors	4 or more errors
				Are there any other comments you have for us related to the tablet experience? If so, please let us know!	Yes/No	Yes	No			
				Please rank the features of the tablet that you like from highest (1) to lowest (5).	Open-ended	Open-ended				
				Your checkout was quick and easy.	Scaled	pairing ecommendations	the menu page	the checkout page (where you order and pay)	the games page	the featured items page
				Did you use any of our discounts or special offers?	True/False	TRUE	FALSE			
				Please rank how likely is it that you will visit our restaurant again from Highlyley likely (5) to never visit again (1)	Yes/No	Yes	No			
					Scaled	5 - highly likely		4	3	2 1 - highly unlikely