Project Charter: [Sauce and Spoon North and Sauce and Spoon Downtown.]

DATE: [05/05/2024]

Project Summary

Sauce and Spoon is setting out on a comprehensive pilot rollout of tabletop menu tablets at two deliberately chosen areas, Sauce and Spoon North and Sauce and Spoon Downtown. The essential objective of this activity is to revolutionize the client requesting involvement and drive significant deals development. By leveraging cutting-edge innovation, particularly tabletop menu tablets, Sauce and Spoon points to upgrade client engagement, optimize operational productivity, and accomplish a run of driven objectives. These objectives incorporate a critical diminishment in table turn time, disposal of nourishment squander coming about from erroneous orders, a significant increment in client fulfillment with the nourishment requesting handle, an outstanding boost in normal day by day visitor checks, a significant advancement in benefit edges, an development of the item blend, an increment in normal check sums, an extension of kitchen stove capacity, and a noteworthy surge in appetizer orders at both Sauce and Spoon North and Sauce and Spoon Downtown. The pilot rollout will be fastidiously executed, centering on the bar segments of both areas, and will be bolstered by comprehensive staff preparing and consistent integration with existing POS and have program frameworks.

Project Goals

1. **Objective: Diminish table turn time by 30 minutes by the conclusion of Q2.**

2. **- Particular: Diminish the time clients spend at tables, counting turnover planning.**

3. **- Quantifiable: Measure the decrease in table turn time by 30 minutes.**

4. **- Achievable: Execute procedures to streamline requesting and installment forms through tablet utilization.**

5. **- Pertinent: Address client concerns with respect to delays in benefit and upgrade by and large eating encounter.**

6. **- Time-bound: Accomplish the objective by the conclusion of Q2.**

7. **2. Objective: Accomplish a 100% lessening in nourishment squander coming about from erroneously taken orders by the conclusion of Q2.**

8. **- Particular: Minimize nourishment squander by precisely capturing client orders through tablet integration.**

9. **- Quantifiable: Dispense with occasions of off base orders driving to nourishment squander.**

10. **- Achievable: Upgrade communication between clients and kitchen staff by means of tablet innovation.**

11. **- Important: Address the rising issue of nourishment squander and optimize operational proficiency.**

12. **- Time-bound: Achieve the objective by the conclusion of Q2.**

3. Objective: Increment client fulfillment with the nourishment requesting handle by 90% by the conclusion of Q2.

13. - Particular: Improve the generally encounter of clients when setting their orders.

14. - Quantifiable: Degree client fulfillment levels through criticism and studies.

15. - Achievable: Actualize user-friendly tablet interfacing and proficient requesting frameworks.

16. - Important: Prioritize client fulfillment to cultivate devotion and positive word-of-mouth.

17. - Time-bound: Achieve the objective by the conclusion of Q2.

4. Objective: Increment normal day by day visitor tallies by 15% by the conclusion of Q2.

- Particular: Boost the number of day-by-day clients going by the eateries.
- Quantifiable: Calculate the rate increment in visitor tallies on an everyday premise.
- Achievable: Actualize tablet-based requesting to pull in more clients and speed up benefit.
- Important: Drive income development through expanded foot activity and client engagement.
- Time-bound: Accomplish the objective by the conclusion of Q2.

5. Objective: Move forward benefit edges by 10% by the conclusion of Q2.

- Particular: Improve money related execution by expanding income and decreasing costs.
- Quantifiable: Calculate the rate increment in benefit edges.
- Achievable: Optimize operational productivity, upsell menu things, and decrease squander.
- Important: Drive monetary supportability and trade development.
- Time-bound: Accomplish the objective by the conclusion of Q2.

6. Objective: Grow the item blend by 10 by the conclusion of Q2.

- Particular: Present and advance extra menu things to expand offerings.
- Quantifiable: Include 10 modern things to the existing menu.
- Achievable: Conduct showcase investigate and client studies to recognize prevalent choices.
- Significant: Cater to differing client inclinations and increment deals potential.
- Time-bound: Accomplish the objective by the conclusion of Q2.

7. Objective: Increase average check amounts from $65 to $75 by the end of Q2.

- Specific: Raise the average amount spent per customer during each visit.
- Measurable: Track the increase in average check amounts.
- Achievable: Encourage upselling and promote higher-priced menu items through tablet features.
- Relevant: Drive revenue growth and maximize customer value.
- Time-bound: Attain the goal by the end of Q2.

8. Objective: Expand kitchen stove capacity by two units by the end of Q2.

- Specific: Increase the number of stovetops available in the kitchen.
- Measurable: Add two additional stove units.
- Achievable: Assess kitchen space and equipment requirements for seamless integration.
- Relevant: Improve operational efficiency and capacity to handle increased orders.
- Time-bound: Achieve the goal by the end of Q2.

9. Objective: Increase appetizer orders by 15% at Sauce and Spoon North and by 20% at Sauce and Spoon Downtown by the end of Q2.

- Specific: Drive the sales of appetizers at both locations.
- Measurable: Measure the percentage increase in appetizer orders.
- Achievable: Highlight and promote appetizers through tablet features and strategic marketing initiatives.
- Relevant: Increase revenue and enhance the overall dining experience with appetizer options.
- Time-bound: Attain the goal by the end of Q2.

- **Tablet Rollout Pilot:** Execute tabletop menu tablets within the assigned bar areas of Sauce & Spoon North and Sauce & Spoon Downtown eateries, guaranteeing a smooth and effective arrangement.

- **Tablet Bundle Determination:** Conduct intensive inquire about and examination to identify and select the foremost appropriate tablet bundle that adjusts with the project's prerequisites, with a center on highlights such as menu thing add-ons and coupons.

- **Staff Preparing Arrange:** Plan and actualize a comprehensive preparing program to teach and familiarize the eatery staff with the utilization of the modern tablet framework, guaranteeing a consistent move and compelling appropriation.

- **Integration with Existing Frameworks:** Arrange the tablet program to consistently coordinated with the restaurant's current Point-of-Sale (POS) framework and have program, guaranteeing compatibility and smooth information stream between frameworks.

- **Food Squander Diminishment Objective:** Conduct a intensive examination to appraise the potential affect of the tablet rollout on diminishing nourishment squander, and set up a practical and quantifiable objective to direct endeavors in lessening nourishment squander amid the pilot stage.

- **Decrease in Normal Table Turn Time:** Actualize procedures and utilize the tablet framework to viably diminish the normal table turn time by around 30 minutes, progressing in general operational effectiveness and client fulfillment.

- **Increase in Normal Day by day Visitor Tallies:** Execute activities pointed at expanding the normal day by day visitor tallies by 10%, leveraging the tablet system's highlights and benefits to draw in and oblige more clients.

- **Documentation and Announcing:** Create a comprehensive documentation and detailing system to track and screen the advance, results, and key measurements related to the tablet rollout pilot, giving important experiences for assessment and decision-making.

Scope and Exclusion

In Scope:
1. Implementation of tabletop menu tablets in the designated bar section of Sauce & Spoon North and Sauce & Spoon Downtown restaurants.
2. Selection of a tablet package with desired features, including menu item add-ons and coupons.
3. Development and execution of a comprehensive training plan to equip the staff with the necessary skills for utilizing the tablet system.
4. Configuration of the tablet software to seamlessly integrate with the existing POS system and host software.
5. Estimation of the potential impact of the tablet rollout on reducing food waste, and establishment of a reasonable and measurable goal.
6. Implementation of strategies to reduce the average table turn time by approximately 30 minutes, enhancing operational efficiency.
7. Implementation of initiatives aimed at increasing the average daily guest counts by 10%, leveraging the tablet system's capabilities.
8. Creation of thorough documentation and reporting mechanisms to track the progress and outcomes of the tablet rollout pilot.

Out of Scope:
1. Implementation of tablets in areas other than the designated bar section.
2. Customization of tablet software beyond the scope of integration with existing systems.
3. Replacement or significant modification of the current POS system or host software.
4. Redesign of the physical layout or infrastructure of the restaurants.
5. Establishment of goals or initiatives that do not directly pertain to tablet implementation or restaurant operations.
6. Addressing matters unrelated to food waste reduction or table turn time improvement.
7. Implementation of tablet features or functionalities that are not essential to the project objectives.
8. Extensive market research or customer surveys that exceed the project requirements.

Benefits & Costs

Benefits:

1. **Improved Customer Experience:** The implementation of tabletop menu tablets can enhance the overall dining experience for customers, allowing them to easily browse the menu, customize their orders, and access interactive features such as nutritional information or allergen alerts.
2. **Increased Efficiency:** The tablet system can streamline the ordering process, reducing wait times and enabling faster service. This can lead to improved table turn times and increased customer satisfaction.
3. **Upselling and Cross-selling Opportunities:** The tablet system can prompt customers with add-ons, recommendations, or special promotions, effectively increasing revenue through upselling and cross-selling opportunities.
4. **Enhanced Order Accuracy:** By allowing customers to directly input their orders into the tablet, potential errors caused by miscommunication or misinterpretation can be minimized, leading to improved order accuracy.
5. **Data Collection and Analysis:** The tablet system can capture valuable customer data, including ordering habits, preferences, and feedback. This information can be used to gain insights, refine marketing strategies, and personalize future customer interactions.
6. **Potential Cost Savings:** The tablet system may lead to operational cost savings by reducing the need for printed menus, minimizing order errors, and optimizing staff efficiency through automated processes.

Costs:

1. **Hardware and Software:** Acquiring the necessary tablet devices, software licenses, and any additional equipment required for seamless integration with the existing systems will incur costs.
2. **Training and Staffing:** Training the staff on how to use the tablet system effectively and efficiently may require investing in training resources and potentially reallocating staff during the implementation phase.

3. **Integration and Configuration:** Configuring the tablet software to integrate with the existing POS system and host software may involve technical expertise and potential costs for software customization or integration services.
4. **Ongoing Maintenance and Support:** Ensuring the smooth operation of the tablet system will require ongoing maintenance, updates, and technical support, which may incur additional costs.
5. **Potential Disruption:** During the implementation phase, there may be temporary disruptions to normal operations as staff adjusts to the new system, which could result in a temporary decrease in productivity or customer satisfaction.

Appendix:

1. **Misalignment: Limited Budget Allocation for Training**
   Decision: Allocate Additional Budget for Training
   Note: After evaluating the importance of training for successful implementation, it was decided to allocate additional budget to ensure comprehensive training of staff. This decision will enhance the chances of a smooth transition to the tablet system and maximize the benefits of the rollout.

2. **Misalignment: Inadequate Integration Documentation**
   Decision: Engage an Integration Specialist and Document Integration Process
   Note: Recognizing the importance of seamless integration with the existing POS and host software, an integration specialist will be engaged to ensure a thorough integration process. Detailed documentation of the integration steps will be created, providing a reference for future troubleshooting and maintenance.

3. **Misalignment: Insufficient Stakeholder Involvement**
   Decision: Establish a Stakeholder Engagement Plan
   Note: To address the misalignment, a stakeholder engagement plan will be developed, outlining strategies for involving key stakeholders throughout the project. Regular communication, feedback sessions, and involvement in decision-making will be emphasized, fostering a sense of ownership and ensuring project success.

4. **Misalignment: Lack of Performance Metrics**
   Decision: Define and Track Performance Metrics
   Note: To effectively evaluate the success of the tablet rollout pilot, it was decided to define and track performance metrics such as average table turn time and daily guest counts. This decision will provide valuable data to measure the impact of the project and make informed decisions for further improvements.