Project Charter: Tabletop Rollout

DATE: [12/29/25]

Project Summary

We will introduce digital menu tablets in Sauce & Spoon service to improve operations processes and meet our increasing business growth. The initial plan is to launch a pilot at the North and Downtown locations to monitor performance until the end of Q2. After this period, the metrics and data collected will be used to improve service and ensure the restaurant's success.

Project Goals

- Decrease table turns by 30 min at the bar section by the end of the pilot phase
- Increase daily guest counts by 10% by the end of Q2
- Overall 15% average increase in appetizer sales by the end of pilot phase
- Increase the average check to at least 75% by EOY
- Reduce food waste and sent-back comps by 25% by EOY
- Increase FOH employee retention rates by 30% by the EOY

Deliverables

- Acquisition and installation of tabletop menu tablets in the bar area
- Fully integrated tablet host software with the existing POS software
- Implementation of menu add-ons and coupons for appetizers and specialty beverages
- Staff training sessions on the new system
- Monitor payroll and bandwidth of BOH and FOH throughout the pilot phase

- Collection of performance metrics respecting table turn times and change in revenue during the pilot phase
- Survey on customer satisfaction after the completion of the pilot phase

Scope and Exclusion

In-Scope:
- Tablet implementation
- purchase of operational supplies & system update
- training staff on the new system
- marketing promotion

Out-of-Scope:
- Order return policy change
- Improving kitchen staff satisfaction

Benefits & Costs

Benefits:
- Higher daily profits due to decreased table turn times, decreased waiting times and concomitant increased guest counts
- Decreased employee burnout and FOH turnover
- Improved ordering efficiency, enhancing customer experience
- Reduced costs due to ticketing errors and confused orders

Costs:
- 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

Appendix:

Misalignments and decisions:
- The charter should include a goal on improving kitchen staff satisfaction
  - Decision: this goal is not directly tied to the project and should be taken care of independently. Waiting on ideas on how to provide specific metrics
- Proposal of relocating payroll from FOH for hiring more cooks and staff to meet

higher ordering demands
- Decision: changes on the payroll will be postponed until the end of June after collecting enough performance metrics surrounding the bandwidth of both FOH and BOH during the pilot phase
- Changing the ordering return (comping meals) policies to achieve the food reduction goal in the tablet rollout
  - Decision: policy interventions should be addressed separately from project goals/scope