

Project Charter: Menu Tablets Project

DATE: [03/01/2023]

| **Project Summary** |
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| Rolling out tabletop menu tablets to assist customers with quick, easy ordering options. Implementing menu tablets at tables and digitizing the ordering process will speed up service and other processes. It will allow us to turn tables more quickly and serve more guests |

| **Project Goals** |
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| * Implement rollout of tabletop menu tablets at two of our restaurant locations at the beginning of Q2 * Decrease average table turn time by approximately 30 minutes by the end of the second quarter (Q2), resulting in decreased customer wait time * Increase average check total to $75 by selling more appetizers and beverages by the end of Q2, resulting in increased profits * Cut food waste by 25% by the end of Q2, resulting in reduced food expenses * Increase average daily guest counts by 10%. * Get clear data points to track metrics so that we can help ensure the restaurant’s success * Increase product mix by TBD % * Decrease employee burnout and turnover by TBD% * Reduce the number of negative customers reviews by TBD% * To turn tables more quickly and serve more guests by TBD% |

| **Deliverables** |
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| * Installation of tablets at the Downtown and North restaurant locations * Digitize the ordering process * A plan to train the staff on the new system * Clear data points to track metrics * Menu item add-on feature and coupons * Integrate tablet software with existing host software and POS system * Hire two part time BOH staff |

| **Scope and Exclusion** |
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| **In-Scope:**   * Implement host software and POS system integration with tablet software * Tablets to be installed in the bar area * Tablets rollout in Sauce & Spoon North and Sauce & Spoon Downtown * Train Staff on the new system   **Out-of-Scope:**   * Tablets installed in the dining area * Adjusting policy on return orders * Hiring more hosts and bartenders |

| **Benefits & Costs** |
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| **Benefits:**   * Implementing menu tablets at tables and digitizing the ordering process will speed up service and other processes. * It will allow us to turn tables more quickly and serve more guests. * It will give us clear data points to track metrics so that we can help ensure the restaurant’s success * It will also help us keep up with the growing digital presence in the restaurant industry, allowing us to provide customers with a familiar digital experience.   **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:** |
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| **Misalignments:**   1. Deanna and Alex wants ‘Reallocate payroll to hire more kitchen staff’ included into the project goals. 2. Adding ‘decrease guest wait time’ as a separate project goal 3. Carter and Gilly disagreed on changing Policy 4. Adding a goal around improving the satisfaction of the kitchen staff to the project goals.   **Resolutions: ( Notes on the decisions made respectively)**   1. Monitor the payroll and bandwidth of the BOH (that’s ‘back of house’: all the kitchen staff, bussers, and behind-the-scenes staff) and open up two part-time line cook roles in the meantime. 2. The team will review again and make a decision on whether or not to make ‘decrease guest wait time’ a separate goal or not. 3. Changes to the policy will be addressed differently and not on the tablet rollout project. 4. Carter will have to provide specific metrics to measure this goal. |