JRM

Project Charter: Operation Tablet Tester

DATE: [XX/XX/XX]

| **Project Summary** |
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| In meeting an annual sales growth rate of 28%, Sauce and Spoon has begun to notice a dip in wait times with their restaurants. To combat this, Sauce and Spoon have proposed testing tablets in key locations(namely the bar) at two restaurants to combat the rising wait times by their customers to achieve a higher table turn time. |

| **Project Goals** |
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| * Decrease average table turn time by 30 minutes by end of Q2 * Lower employee turnover rate from 50% to 20% by end of Q2 * Train enough staff to accommodate/understand the new tablet system. (TBD) * Increasing average daily guest counts by 10% by end of Q2 * Decrease average table turn time by about 30 minutes by end of Q2 * Ensure proper tracking methods between all 3 OS fronts to ensure proper data metrics * An overall increase of 20%(or bring check total to 75$ average) in appetizer sales by the end of Q2 |

| **Deliverables** |
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| * Installation of tablet ordering systems at 2 restaurants. * Staff training plan to accommodate/understand the new tablet system. * Promotions and coupons integrated with new tablet software * Higher profits due to increased sales * Clear data points to track metrics of sales * New website * Revised menu * Higher customer satisfaction rates |

| **Scope and Exclusion** |
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| * **In-Scope: New tablet system, Improving total check amounts, revised menu, improving order accuracy rates** * **Out of Scope: Metrics for tracking and improving food waste, metrics for tracking satisfaction of kitchen staff.** |

| **Benefits & Costs** |
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| **Benefits:**   * New website, new menu designs, quicker customer table turn rates, increased revenue via appetizers/drinks, improved order accuracy, less payroll dedicated to waiting staff due to tablets, revised promotion and coupon system, improved customer satisfaction.   **Costs:**   * Training materials and fees - $10,000 * Hardware And software implementation - $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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| * Misalignment with allocating additional kitchen staff to the payroll, opting to wait until more data comes in from tablet usage. * Misalignment about how best to achieve the food waste goals- Team agreed to discuss the matter at a later time, and that it was outside the scope’s project. * Discussed a potential addition to the project goals stating an improved kitchen staff survey of sorts. Potentially can be added if proper metrics can be understood/reached. * Misalignment about what can be reasonably obtained in improving appetizer and drink sales. Each restaurant has differing metrics leading to different expectations for total improvement. North location is aiming for 10% while the downtown location is aiming for 20% A compromise of 15% is the stated and agreed upon new goal. |