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**Sauce & Spoon Project Charter**

**July, 2021**

**Davide Garofalo**

Document Status: Draft | **In Review** | Approved

**Executive Summary:**

The purpose of this project is to reduce costs and streamline business processes. Implementing a digital menu and point-of-sale system that will be guest-facing will meet these needs. Specifically, launching a pilot rollout of tabletop menu tablets to the bar areas at two of our restaurant locations, Sauce & Spoon North and Sauce & Spoon Downtown.

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| **Goals of Project** |
| * Increase product mix by 10% by end of Q2 * Reduce the number of negative customer reviews by 10% by end of Q2 * Decrease employee burnout and turnover by 10% by end of Q2 * Onboard five new, local and sustainable vendors each year * Host quarterly employee ideas and feedback night * Implement menu tablets by the start of Q2 * Reduce food waste by 25% by the end of Q2 * Increase appetizer sales by the end 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 25% more appetizers and beverages by the end of Q2, resulting in increased profits |

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| **Deliverables** |
| * Tablets installed in the bar area of two restaurant locations * Clear data points to track metrics for table turn time and ordering trends * A plan to train the staff on the new system * Increase product mix on menu by 10% * Reduce employee turnover by 10% |

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| **Business Case / Background** |
| **Why are we doing this?**   * *Implementing menu tablets on tables and digitizing the ordering process will speed up service and other various processes.* |

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| **Benefits & Costs** |
| **Benefits:**   * Improved operational efficiency * Reduce food waste * Increase customer satisfaction * Reduce employee burnout   **Costs:**   * Price of software * Installation fees * Time spent on hiring and training   **Budget needed:**   * $100,000 |

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| **Scope and Exclusion** |
| **In-Scope:**   * tablet rollout * food waste goal * satisfaction of the kitchen staff   **Out-of-Scope:**   * Change on the “send-back” policy * Restaurant operations policies * Maintaining or upgrading the systems in the future |

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| **Project Team** |
| **Project Sponsor:** Deanna (Director of Operations)  **Project Lead:** Peta (Project Manager)  **Project Team:** Carter (Executive Chef), Gilly (General Manager, North), Alex (General Manager, Downtown) |

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| **Measuring Success:** |
| **What is acceptable:**   1. *Tablets installed in the bar area of two restaurant locations* 2. *Increase product mix by 10% by end of Q2* 3. *Reduce the number of negative customer reviews by 10% by end of Q2* 4. *Decrease employee burnout and turnover by 10% by end of Q2* |

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| **Appendix:** |
| * Carter and Gilly disagree on whether the send-back policy is within the scope of the project. They decide to discuss it separately from the tablet project. * Peta, Alex, and Gilly discuss increasing Appetizers or specialty beverages sales to 10%. * Peta, Alex, and Gilly discuss decreasing guest wait time by X% and not sure to include a goal due to lots of ‘what if’ situations. It was decided to remove it in favor of table turn time goal. * Peta, Alex, and Gilly discuss reallocating funds to hire more kitchen staff. The tablets will improve server efficiency and allow them to cover more tables. |