

Project Charter: Sauce & Spoon Menu Tablets

DATE: 02/05/2023

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| **Project Summary** |
| Sauce & Spoon is going to roll out the pilot tablets in the bar for quicker serving of guests, reducing the table turn time by 30 minutes. Program check out for add-ons and coupons at the tablets to an average increase of 15%. Reduce food wastes and revenue loss due to non-charged comping. Introducing the new and existing staff to train with the new installed system. |

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| **Project Goals** |
| * Implementation of the pilot launch of tablets to turn tables quicker and serve more guests, thereby reducing the table turn time by 30 minutes * Cut food waste by 25% by the end of June Q2 by streamlining the communication model between the tables and the kitchen area. * Increase average daily guest counts by 10% by June Q2 by decreasing the average table turn time by 30 minutes. * Increase appetizer sales by an average of 15% within the overall project by the end of June 2nd Quarter. * Increase appetizer sales by an average of 10% at North restaurant by the end of June 2nd Quarter. * Increase appetizer sales by an average of 15% at North restaurant by the end of June 2nd Quarter. * Have an average check value of $75 from $65 by the end of June Q2 by increasing 15% more product mix. * To keep up with the growing digital presence in the restaurant industry and improving the customer satisfaction rating. |

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| **Deliverables** |
| * To roll out a tabletop Tablet at the bar area of Sauce & Spoon North and Downtown where guests can place their orders on the tablets as soon as they arrive at the restaurant. * Add in-software check out for add-ons and coupons at the tablets and upselling appetizers promoting certain entrees. * Estimation of food wastes and revenue losses due to comping. * Collection of all clear data points to track metrics using the tablet system. * Train and familiarize the staff at the new system. Additionally, hire more kitchen staff. |

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| **Scope and Exclusion** |
| **In-Scope:**   * Provision for training materials. * Integration between hardware and software implementation at different locations. * Maintenance for up to End of Year, * Design of website and menu and updating. * Analyzation of collected data by the system.   **Out-of-Scope:**   * Internal and external policy adjustments that may affect the project. |

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| **Benefits & Costs** |
| **Benefits:**   * Increase in sales and drives up profits. * Reduce staff burn-out and possible turnovers, decreasing human resource expenses. * Reduce variable expenses with comping. * Elevated customer experience.   **Costs:**   * Training material fees: $10,000 * Hardware and Software implementation across locations: $30,000 * Maintenance (IT fees through EOY): $5,000 * Update website and menu design fee: $5,000 * Other customization fees: $ 550 |

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| **Appendix:** |
| Project stakeholders are Gilly as the General Manager of North Branch, Alex as the General Manager of Downtown Branch, Deanna, the Director of Operations and Carter as the Executive Chief.   * Deanna concerns about raising the average total check value, in dollar increases as a unit. Both she and Gilly suggested to sell more in the appetizer category, however Gilly dismisses it as unfit of an overall goal. The stakeholders settle for an averaged value for the two branches as a metric for the goal. * Alex wants to increase the kitchen staff to response to an increased demand and relocates the payroll at the FOH. Pete is hesitant on this due to the lack of data points and metrics to base this decision on. Deanna concerns the kitchen resources first. The issue was never resolved as of this writing. * Pete flagged the goal of decreasing the guests wait time due to redundancy issues as it is correlated with the decreased table time anyway, to which Alex and Gilly agrees. A conversation with Deanna is still pending at the time of this documentation. * Carter introduced policy changes with regards to order returns for smoother rollouts and streamlined process. Alex stands behind the idea while Gilly and Deanna questions the change. The team dismisses it as out of scope and handed it over to the Operations. |
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