

Project Charter: [Sauce & Spoon Tablet Rollout]

DATE: [09/06/25]

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| **Project Summary** |
| Sauce & Spoon plans to launch a pilot rollout of tabletop tablet menus in the **bar sections** of two out of five locations - **North** and **Downtown**. The project aims to speed up service, reduce table turn time, improve ordering accuracy, and serve more guests. It will also provide clear data points to track metrics in order to ensure customer satisfaction and sustainable growth. |

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| **Project Goals** |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * Increase average daily guest count by 10% by EOY * Decrease average table turn time by approximately 30 minutes by EOY. * Decrease customer checkout time by 10% in the first six weeks after implementation. * Increase in appetizer sales by 15% by EOY * Cut food waste and send-back comps by 25% by EOY * Increase customer satisfaction by 95% by EOY * Decrease employee burnout and turnover by 15% by EOY * Implement menu tablets by the start by the start of Q2 in April |

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| **Deliverables** |
| * Installation of working tablets in the bar sections at two restaurant locations * Promotion of specific menu items – add-ons and coupons for the items * Integration with POS and Host Software * Training of management staff in using the new tablet system * Upgrade of wiring, electrical and WiFi systems * Hiring of additional staff * Promotion of additional operational supplies per location * Clear data points to track metrics * Promotion of post-dining survey to assess customer satisfaction |

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| **Business Case** |
| Sauce & Spoon has experienced strong sales growth but is struggling with staff turnover, inefficient service, and flat profit margins. Internal data shows an increase in customer wait times and negative feedback due to service delays. Additionally, food waste from incorrect orders contributes to cost inefficiencies.  A guest-facing digital ordering solution addresses these issues by:   * Reducing staff pressure and turnover by shifting some tasks (ordering, checkout) to guests. * Increasing revenue via menu item promotions and faster table turnover. * Reducing human error, food waste, and comped meals. * Improving customer satisfaction with faster, more personalized service.   Given the growing trend toward digital solutions in restaurants, this project aligns with industry standards and Sauce & Spoon’s commitment to innovation. |

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| **Scope and Exclusion** |
| **In-Scope:**   * Tablet implementation in two locations * Marketing promotion * POS/host software integration. * Purchase of operational supplies * Post-dining survey implementation   **Out-of-Scope:**   * Expansion beyond bar sections. * Policy change on food return * Hardware deployment to entire restaurants. * Improving kitchen staff satisfaction |

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| **Benefits & Costs** |
| **Benefits:**   * Improve service times, leading to happier customers * Improve rate of correct orders, leading to happier customers * Serve more guests, increase total revenue * Reduce food waste   **Costs:**   * Hardware & Software Implementation across locations - $30,000 * Training materials and fees - $10,000 * Maintenance (IT through EOY) - $5000 * Updated website and menu design fees - $5000 * Other customization fees - $550   **Budget needed**: $50,550 |

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| **Project Team** |
| | **Role** | **Name** | **Responsibility** | | --- | --- | --- | | **Project Manager** | Kommomo | Overall project coordination and delivery | | **Sponsor** | Deanna Coleman | Strategic direction, budget oversight | | **Restaurant GMs** | Gilly, Alex | Site-level planning, staff coordination | | **Consultant** | Seydou | Vendor selection, technical advisory | | **IT/Systems Support** | TBD | POS and tablet software integration | | **Training Lead** | TBD | Staff onboarding and support | | **Vendor Partners** | TBD (upon selection) | Hardware, software, support during rollout | | **Executive Chef** | Carter |  | |

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| **Appendix** |
| **Misalignments & Decisions**   * Misalignment: The team has agreed that a policy change to order returns is an inherent aspect of the project charter and necessary if tablets will be used   Decision: Policy changes are not necessarily tied to this project and in need of further discussion as an operations item. Changes on order returns will be handled outside of tablet project rollout.   * Misalignment: Policy adjustments on order returns and meal replacements should be part of the project charter.   Decision: Policy changes on order returns will be handled outside of tablet project rollout.   * Misalignment: There should be a goal in the project charter for improving satisfaction of kitchen staff   Decision: Will not be included until there is an agreed upon way to measure it   * Misalignment: Food waste is the main reason for a need to look at food return policy   Decision: Food waste is part of the issue, but also kitchen staff performs poorly against busy times coupled with food returns. The food waste goal will be adjusted to better capture kitchen staff’s performance. |