**Project Name**: Sauce & Spoon Tablet Pilot Program

**Date**: May 9, 2023

**Executive Summary**: The Sauce & Spoon Tablet Pilot Program aims to improve the restaurant's ordering process by implementing a digital menu and point-of-sale system that will be guest-facing. The pilot rollout will be held at two locations, Sauce & Spoon North and Sauce & Spoon Downtown, and will include the installation of tabletop menu tablets in the bar area.

**Project Manager**: Mahmoud Tawfeek

**Project Sponsor**: Sauce & Spoon official partners

**Project Start Date**: June 1, 2023

**Project End Date**: December 31, 2023

**Project Description**:

The Sauce & Spoon Tablet Pilot Program aims to improve the restaurant's ordering process by implementing a digital menu and point-of-sale system that will be guest-facing. The pilot rollout will be held at two locations, Sauce & Spoon North and Sauce & Spoon Downtown, and will include the installation of tabletop menu tablets in the bar area. This project includes staff training on the new system, website and menu design updates, adjusting project goals to include metrics that better capture kitchen staff performance, and including a goal to improve the satisfaction of the kitchen staff, with specific metrics to measure it.

**Project Objectives**:

1. Increase sales of target menu items by 10% within the first month of the pilot by promoting specific menu items and offering coupons.

2. Reduce food waste by 20% within the first month of the pilot by improving communication between guests, servers, and kitchen staff.

3. Increase staff engagement in the pilot program by providing training and support for the new system within the first two weeks of the pilot.

4. Ensure that all food served is locally sourced and high-quality throughout the entire pilot program.

5. Increase profitability by reducing costs and increasing efficiency within the first three months of the pilot.

**In-Scope**:

- Implementing a digital menu and point-of-sale system with tabletop menu tablets at two restaurant locations

- Staff training on the new system

- Website and menu design updates

- Adjusting project goals to include metrics that better capture kitchen staff performance

- Including a goal to improve the satisfaction of the kitchen staff, with specific metrics to measure it

**Out-of-Scope**:

- Adjusting the policy on order returns to reduce food waste (to be addressed separately in an operations discussion)

- Revising company policies (to be addressed separately by Deanna and Carter)

**Benefits**:

- Increased sales of target menu items

- Reduced food waste

- Increased staff engagement and satisfaction

- Improved profitability through increased efficiency and reduced costs

- Improved guest satisfaction through a seamless ordering experience and reduced delays in service

**Costs**:

**- Training materials and fees**: $10,000

**- Hardware and software implementation across locations**: $30,000

**- Maintenance (IT fees through end of year)**: $5,000

**- Updated website and menu design fee**: $5,000

**- Other customization fees**: $550

**Misalignments**:

**Resolved**:

- The project team has resolved the misalignment between the project goals and the current policies on order returns by addressing it in an operations discussion.

**Not Resolved**:

- There is a potential misalignment between the project goals and the current company policies. Any necessary revisions to company policies will be addressed separately by Deanna and Carter.

- There is a potential misalignment between the project timeline and unforeseen costs. The project team will address this by monitoring costs and adjusting the timeline if necessary.

- There is a potential misalignment between the project budget and the scope of the project. The project team will address this by prioritizing project components and making adjustments as necessary.

- There is a potential misalignment between staff buy-in and the new system. The project team will address this by providing adequate training and support.

- There is a potential misalignment between the project goals and the feasibility of hardware and software implementation. The project team will address this by conducting thorough testing and troubleshooting before implementation.

- There is a potential misalignment between the project goals and the availability of locally sourced and high-quality food. The project team will address this by working with suppliers and adjusting the menu as necessary.

- There is a potential misalignment between the project goals and the metrics used to measure kitchen staff performance. The project team will address this by revising the metrics and seeking input from kitchen staff.

- There is a potential misalignment between the project goals and guest satisfaction. The project team will address this by gathering feedback and making adjustments as necessary.

- There is a potential misalignment between the project goals and the availability of resources, such as staff salaries and training materials. The project team will address this by allocating resources appropriately.

- There is a potential misalignment between the project goals and the project sponsor's expectations. The project team will address this by communicating regularly with the sponsor and managing expectations as necessary.

**Guiding Questions**:

- What is the biggest problem you are trying to solve? Reduce food waste and increase efficiency.

- What defines "success" or "completion" to you? Successful completion will be measured by increased sales of target menu items, reduced food waste, increased staff engagement and satisfaction, improved profitability, and improved guest satisfaction.

- What are the biggest risks for this project? Potential issues with hardware and software implementation, lack of staff buy-in, and unforeseen costs.

- What are the resources and timeline needed? Resources needed include staff salaries, hardware and software costs, training materials, and maintenance fees. The project timeline is June 1, 2023 to December 31, 2023.

- What are the outcomes? Increased sales, reduced food waste, increased staff engagement and satisfaction, improved profitability, and improved guest satisfaction.

- What is the indirect or long-term impact? Increased sustainability and reduced environmental impact through reduced food waste.

- Who is the audience or beneficiary? Restaurant staff and guests.

**Assumptions**:

- The hardware and software implementation will go smoothly without major issues.

- Staff will be receptive to the new system and training.

- Website and menu design updates will be completed on time and within budget.

- There will be no unforeseen costs.

**Constraints**:

- Budget constraints limit the scope of the project.

- The project timeline is limited to June 1, 2023 to December 31, 2023.

**Stakeholders**:

**- Project Manager**: Mahmoud Tawfeek

**- Project Sponsor**: Sauce & Spoon official partners

- Deanna (Director of Operations)

- Carter (Executive Chef)

- Gilly (General Manager, North)

- Alex (General Manager, Downtown)

**Approval**:

**This project charter is approved by**:

**Project Sponsor**: Sauce & Spoon official partners

**Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: May 9, 2023

**Project Manager**: Mahmoud Tawfeek

**Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: May 9, 2023

**Stakeholder**: Deanna (Director of Operations)

**Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: May 9, 2023

**Stakeholder**: Carter (Executive Chef)

**Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: May 9, 2023

**Stakeholder**: Gilly (General Manager, North)

**Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: May 9, 2023

**Stakeholder**: Alex (General Manager, Downtown)

**Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: May 9, 2023