

Project Charter: [Sauce & Spoon Project: Menu Tablets]

DATE: [20/05/23]

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| **Project Summary** |
| Purpose of this project to begin a test programme for tabletop menu tablets in our two restaurants, Sauce & Spoon North and Sauce & Spoon Downtown. Customers can use this method to place their orders right away at the restaurant, avoiding the problem of needing to wait for a waitress to attend to them in the past. |

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| **Project Goals** |
| * Introducing tabletop menu tablets to give consumers quick, simple ordering options. This will reduce food waste by 25% and result in a more efficient ticketing system by correctly documenting meal alterations. * In Q2, raise the average bill from $65 to at least $75 by pushing some products (appetisers) as add-ons and diversifying the product mix. * By cutting our typical table turn time by around 30 minutes, we can increase our average daily visitor count by 10%. * Before starting the trial programme in Q2, make sure the host and POS systems are connected flawlessly. |

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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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| **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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| **Benefits & Costs** |
| **Benefits:**  ● Meet annual growth and expansion goals.  ● improve the satisfaction and increase retention of the customers.  ● Reduction in Human-error.  **Costs:**  ● Training materials and fee - $10,000  ● Hardware and Software Implementation across all locations - $30,000  ● Maintenance (IT fees through EOY) , Updating website and other customization cost- $15,050 |

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| **Appendix:** |
| * On the subject of whether the send-back policy is under the purview of the project, Carter and Gilly differ. They choose to talk about it independently of the tablet project. * Peta, Alex, and Gilly talk about raising the sales of specialist drinks or appetizers to 10%. * Peta, Alex, and Gilly talk about reducing customer wait times by X% but aren't sure whether to set a goal because there are so many "what if" scenarios. The target of the table turn time was chosen in its place. * Peta, Alex, and Gilly talk about reallocating money so that more kitchen employees can be hired. With the tablets, servers will be more productive and able to service more tables. |