

Project Charter: [Menu Tablets]

DATE: [2021/08/24]

| **Project Summary** |
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| Implementing a digital menu and point-of-sale (POS). This initiative will take the form of a fully integrated tablet system located at each table to offer guests a seamless ordering experience and provide the restaurant with a more effective ticketing system. |

| **Project Goals** |
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| * Decrease average table turn time by approximately 30 minutes by the end of the second quarter (Q2), resulting in decreased customer wait time. * Cut food waste by 25% by end of Q2. * Increase daily guest counts by 10%. * Increase average check total to $75 by selling more appetizers and beverages by the end of Q2, resulting in increased profits. * Increase customer satisfaction. * Improve the quality of service. * Improve customer reviews. |

| **Deliverables** |
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| * Launched menu tablets. * A tablet package that has a menu item add-on feature has been chosen. * Reduction in food waste by the end of Q2. * A Decrease In average table turn time by about 30 minutes by the end of Q2. * Increase average check total to $75 by the end of Q2. * Train the staff on the new system before launch. |

| **Scope and Exclusion** |
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| **In-Scope:**   * Select a tablet package. * ConfigureTablet software to existing systems. * Train the staff on the new system.   **Out-of-Scope:**   * Policy Change |

| **Benefits & Costs** |
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| **Benefits:**   * Improving customer satisfaction and retention, and providing timely and quality service. * Gives us clear data points to track metrics so that we can help ensure the restaurant’s success. * Help us keep up with the growing digital presence in the restaurant industry.   **Costs:**   * Training materials and fees $10000. * Hardware and software implementation across locations $30000. * Maintenance(IT fees through EOY) $5000. * Updated and website and menu design fees $5000. * Other Customization fees $550. |

| **Appendix:** |
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| Misalignments   * Relocate payroll to hire more kitchen staff- To further discuss the issue of how the tablets would affect staffing needs. * Improving the satisfaction of the kitchen staff- To discuss further, to find a way to work it into the plan and provide specific metrics. * Expanding the rollout to include all dining sections- Resolved, limiting the rollout to the bar area. * Policy change-Resolved.Out of scope not included in this project. |