



Project Charter: Tablet Pilot Program

DATE: 2024

Project Summary

Sauce and Spoons is launching a pilot program to rollout tabletop menu tablets in the bar section of two locations, North & Downtown. Due to the 20% increase in the time it takes for a customer to receive their order and the increase in negative reviews stating “delayed service,” the tablets will ensure quick, easy ordering for customers. The success of the pilot program will be evident in the increase of processing speed & customer satisfaction and a decrease in ticket errors. With the data this program will provide, we will have clear metrics to track for ongoing restaurant success.

Project Goals

- Integrate menu add-ons and coupons on tablets by end of June
- Increase appetizer ordering by 15% overall (10% for North, 20% for Downtown)
- Increase average daily guest count by 10% by the end of the second quarter by decreasing the average table turn time by 30 minutes resulting in a decreased customer wait time
- Decrease food waste and meal comps by 25% by using the tablets to communicate guest requests/dietary restrictions to the kitchen more efficiently
- Decrease employee burnout and turnover rates of front-of-house-staff by TBD% and ensure all employee onboarding and training occurs
- Ensure tablet compatibility with current system

Deliverables

- Clear data points to track metrics
- Tablets installed in bar area of two locations, North and Downtown
- Decrease average table turn time by 30 minutes
- Create and implement a staff training plan
- Purchase a tablet package that is compatible with current system and meets order capacity with minimal connectivity errors
- Increase average daily guest count by 10%
- Decrease food waste and comped meals by 25%

Scope and Exclusion

In-Scope:

- Raising check totals and order mix
- Installing tablets in the bar area of two locations
- Staff training on tablets
- Food waste and comp reduction
- Increase average daily guest count
- Increase kitchen staff

Out-of-Scope:

- Hiring more waitstaff
- Company policy change
- Restaurant layout
- New menu items

Benefits & Costs

Benefits:

- Increase revenue
- Increase ticket accuracy and decrease food waste
- Increase customer satisfaction
- Decrease employee burnout and turnover
- Increase employee satisfaction

Costs:

Terrific Tablets	
Project Investments (Costs)	Estimated Cost
Training materials and fees	\$10,000
Hardware and Software Implementation across locations	\$30,000
Maintenance (IT fees through EOY)	\$5,000
Updated website and menu design fee	\$5,000
Other customization fees	\$550

Budget total:

- \$50,550

Appendix:**Stakeholders:**

- Peta (Project Manager)
- Deanna (Director of Operations)
- Gilly (GM, North)
- Alex (GM, Downtown)
- Seydou (Restaurant Consultant)
- Carter (Executive Chef)

Misalignments and Decisions:

- Misalignment: Stakeholders differ on whether policy changes in the kitchen in an aspect of the project pilot program. All agree policy change is needed.
 - Decision: Policy changes are not tied to this project and in need of further discussion as an operations item.
- 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 with food returns. The food waste goal will be adjusted to better capture kitchen staff's performance.

