Sauce & Spoon Project Plan

									PHAS	E ONE		- 1		PHAS	SE TWO				P	HASE THREE	E				PHASE	FOUR	
Task	Notes	Start Date	Due Date	Duration	Task Owner	Status	WE	EK 1	WE	K 2	WEEK	К 3	WEEK 4	WE	EEK 5	WEEK	6	WEEK 7		WEEK 8	V	VEEK 9	W	EEK 10	WEE	C11	
							MIT	WRF	MTV	V R F	MTW	RF	MTWR	F M T	WRF	M T W	R F	M T W R	F M	TWRF	M T	WRF	M T	WRF	M T W	R F	м
lign and evaluate stakeholders				2																							
ind out relation between table turn time and guest wait time				2																							
Eather insights from all stakeholders				2																							
Inalise goals and delieverables				2																							
Allestone : create project charter				8																							
merach various packages available				0.5																							
ind out various options for promotions and coupons				0.5																							
nd quote for promotional activities				0.5																							
nd out ways to connect guest data with maketing campaigns				2																							
equire about if Terrific tablets offer analytics on ordering trends and related of	lata			0.5																							
analytics available enquire about the quote for the same				0.5																							
Set the quote for custom menu designs for tablets				2																							
alculate projections			_	0.5																							
enerate puotes for tablet pilot and review costs		_	-	1																							
nailse number of tablets	Had to rework due to delay in shipment of upgraded	and the contract of	_	1																							
liestone : Finalise the quote	Had to rework due to detay in snipment or upgraded	SADINE, VETSICES												-		_											
naise the installation tablet installation plan		_	_	1																							_
inalise the installation tablet installation plan endor timelines and delievery schedule		_	+	1			_				1111																
endor timelines and delievery schedule		_	+	2		_															-		-				
			_	2				_	_					_			_					_	-				
Elestone: Sign the contract			_					_	_												_		_			_	-
nailse team for the tablet rollouts		+	_	2																							
chedule regular review meetings with vendor to check the progress		+	+	0.5																							
ustomised menu designs as per branding			-	1-2																							
chedule visit from eletrician for wiring setup				1																							
ablet delievry and Installation tablets in the bar areas at the Downtown and N	Delivery is delayed due to storm, now old tablets will	be delievered	from faraway w																								
Epgrade existing POS system		_	-	8																							
ntegrate existing POS system with new tablets				0.5																							_
Allestone : Test the tablets if working properly				16																							
chedule a training for small group of managers				- 1																							
chedule staff meeting at both the locations to intoduce the new system				2																							
sin kitchen staff on real time menu updates				2																							
sin service staff of tablet menu operations				2																							
e-training meeting to introduce tablets and changes to staff before training t	hem on the tablets		-																								
ain Marketing staff on Menu design updates		_	_	2																							_
Allestone : Test run by calling friend and family				9																							
Monitor the payroll and bandwidth of the BOH	1	1	1	ongoing																							
schedule regular planning meetings for project review				ongoing																							

Task Brainstorm						
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Task	Notes	Estimated				Confidence Rating
1450.	Notes	Duration (Days)	Opermane		PREEMBLE	Rating (HML)
Nign and evaluate stakeholders		2		1.5	2	
ags and evaluate stakeholders and out relation between table ours time and auest wait time		- ;	- ;	1.5	,	H
ather insights from all stakeholders	_	2		1.5	2	
nalice again and delieverables		2	- 1	1.5	2	
Silestone : create project charter						
teserach various packages available		0.5	0.25	0.5	1	
nd out various patiens for promotions and coupons		0.5	0.25	0.5	1	н
nd puote for promotional activities		0.5	0.25	0.5	- 1	M .
d out ways to connect guest data with maketing campaigns		2	1	1.5	2	н
nguire about if Terrific tablets offer analytics on ordering trends and related data		0.5	0.25	0.5	1	н
analytics available enough about the quote for the same		0.5	0.25	0.5	1	н
let the quote for custom menu decigns for tablets		2	1	1.5	2	н
alculate projections		0.5	0.25	0.5	1	н
Generate quotes for tablet pilot and review costs		- 1	0.5	- 1	2	н
inalize number of tablets	Flad to rework due to delay in shipment of upgraded tablet ven	1	0.5	1	2	M
Silestone : Finalise the quote		2				
inalize the installation tablet installation plan		- 1	0.5	1	2	н
Vendor timelines and delievery schedule		- 1	0.5	1	2	M
Create contract and statement of work with Terrific Tablets		2	1	1.5	2	н
Milestone : Sign the contract		4				
Snalise team for the tablet rollouts		2	1	1.5	2	н
Schedule regular review meetings with vendor to check the progress		0.5	0.25	0.5	1	н
Suttomised menu designs as per branding		1-2	1	1.5	2	M
chedule visit from eletrician for wiring setup		1	0.5	1	2	н
blet delievry and installation tablets in the bar areas at the Downtown and North restaurant locati	Delivery is delayed due to storm, now old tablets will be deliev	12	2	4		L
agrade existing POS system			2	5		L
tegrate existing POS system with new tablets		0.5	0.25	0.5	1	L
Silestone : Yest the tablets if working properly		16				
ichedule a training for unall group of managers		1	0.5	1	2	н
ichedule staff meeting at both the locations to introduce the new system		2	- 1	1.5	2	н
tain kitchen staff on real time menu updates		2	1	1.5	2	
Tain service staff of tablet menu operations		2	- 1	1.5	2	м
Pre-training meeting to introduce tablets and changes to staff before training them on the tablets.						м
Tain Marketing staff on Menu design updates		2	- 1	1.5	2	м
Milestone : Yest run by calling friend and family		9				
Monitor the payroll and bandwidth of the RDH		ongoing				
Schedule regular planning meetings for project review		ongoing				
inalise coupons and Menus		16	2		16	L

Additional Resources

Title	Link	Date Added	Notes
Everything You Need to Know about Tableside Ord	https://pos.toasttab.com/	13.03.2023	
Elevated your Dining & customer experience with Tabsqure SmartTab	https://tabsquare.ai/smai	13.03.2023	

more efficient experience	Evaluation Outlity Standards Criteria/Description												
more efficient experience	Quality Standards Criteria/Description	Evaluation Questions	Evaluation Indicators C	riteria Met?									
	Average ticket time for appetisers is 6 min	Are customers reclaing correct orders. Has the cost benefit of tablet installation helped improve killshap hurbation.	Evaluation Indicators Vinong order companishs are limited to less than 2 per shift on average of Raw material cost is reduced by 10% or more On Average less than 2% customer compaints about wong information										
	Customer Checkout time 1 min or less	Did customer get real-time updates about the menu availability	On Average less than 2% customer compaints about wrong information										
	Customer Checkout time 1 min or less «5% tech complaints per week for tablets 90% order accuracy less than 10 min wait time for customers at labby			8									
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Quality Standards						Question A	Inswer	Options (depends or	question type)	
Criteria/Description	Evaluation Questions	Evaluation Indicators	Survey Question	Question Type	Option #1	Option #		Option #3	Option #4	Option #5
ster, more efficient experience	Average ticket time for appetisers is 8 min	Are customers reciving correct orders	Have you visited our restaurent before	Yes/No	yes	no				
	Average ticket time for entrees is 12-15 min	Has the cost benefit of tablet installation helped improve kitchen budgeting	How long did you have to wait for your table	Multiple choice	5-10 mins	10-20 mins		more than 20 mins		
	Customer Checkout time 1 min or less	Did customer get real-time updates about the menu availability	How would you rate the usabillity of the new tablet menu from 1-5	Scaled	1- Could not use	2 - Needed assis throught the serv period	ing	3 - Could use it with little assistance	4 - Easy to use after one demonstration	5 - Instinctive , very easy to use
	<5% tech complaints per week for tablets		Did you get what you ordered accurately	Yes/No	yes	no				
	98% order accuaracy		If you are repeat customer was your experience better than the last time you were here	Yes/No	yes	no				
	less than 10 min wait time for customers at lobby		Did you face any technical issue while ordering	Yes/No	yes	no				
			Was it easy to navigate through different menu sections	Yes/No	yes	no				
			How long did it take to get your appetisers	Multiple choice		5-10	10-15	15-20	More than 20 mins	
			How long did it take to get your entrees	Multiple choice		5-10	10-15	15-20	More than 20 mins	
			Were you satisfied with the checkout process	Yes/No	yes	no				
			Did you face any difficulties while checking out	Open-ended	open-ended					
			Did you use any promotions	Yes/No	yes	no				
			If answered yes for above question, was it easy to apply promotions	Scaled	1- Not so easy	2 - Needed assis	tance	3 - Easy after demo	4 - Extremely Easy	
			Would you visit again	Yes/No						
			How would you rate your overall dining experience on the scale of 1-5	Scaled	1: Very Satisfied	2: Somewhat sat	isfied	3: Neither satisfied nor dis	s 4: Somewhat dissatisfi	ied 5: Very dissatisfie
			Any suggestions for us	Open-ended	open ended					
			Tablets is faster and better than direct ordering	True/False	TRUE	FALSE				