



Project Charter: **Sauce & Spoon Project** **Proposal: Menu Tablets**

DATE: [06/03/2023]

Project Summary

Pilot testing of Menu Tablets adaptation for Sauce & Spoon Restaurant chain from April to June. The aim of this change is to address the repetitive issue raised by customers of delay in service. It will be tested in Sauce & Spoon North and Sauce & Spoon Downtown locations. The tablets will be rolled out in the bar section.

Project Goals

- Increase Product Mix by end of June
- Reduce average table-turn time by 30 minutes by end of June
- Increase average daily guest count by 10% by end of June
- Cut food waste by 25% by end of June
- Decrease Employee burnout and turnover by end of June
- Increase appetizer sales by North location 10% and Downtown location 20% by end of June

Deliverables

- List down necessary features of tablet menu systems
- Find out various options for Product Promotions and Coupons

- List down all packages available and shortlist suitable ones
- Create a timeline of each change
- Research about how to synch existing systems with new tablet menu system
- Find out estimates about food waste reduction methods
- Create a training plan for Staff
- Find out relation between table turn time and guest wait time
- Monitor the payroll and bandwidth of the BOH

Scope and Exclusion

In-Scope:

- Table turn time increase
- Food waste reduction
- Daily guest count increase

Out-of-Scope:

- Return Policy Change
- Staff satisfaction
- Kitchen Staff hiring

Benefits & Costs

Benefits:

- Increase revenue - Percentage to be analyzed
- Increase staff satisfaction - Metrics to be finalized

Costs:

- Training and material fees
- Hardware and software implementation
- Maintenance - IT
- Updated website and menu design fee
- Other customisation fee

Appendix:

- It was proposed as a goal that Guest wait time be reduced by 30 Minutes. However, the majority thinks that it is a redundant goal and reducing table-turn time will give a better idea and that will eventually ensure that guests will have

to wait less. Some concerns were raised about the ambiguity of the relation between the two and hence more information has to be gathered so as to have a clear picture on how one affects the other.

- There was a discussion about adding more kitchen staff and reallocating payroll as a goal. However there needs to be more data gathered about how tablet menus will increase revenue, if they will increase and how sustainable that change will be and hence it is decided to be kept as a future goal. More discussion will be done on this matter to come to a solution later.
- Deanna will help Peta understand how the staff satisfaction to be measured and how it can be tied to Tablet roll-outs.