

Email #1

From: Peta

To: Carter

Subj: Regarding the expansion of Menu Tablet Rollout

Hi Carter,

Hope you are doing well. I am glad that we are working together on this project. Thank you for sharing your input on expansion of the Pilot program and providing information on project goals and actions throughout.

As you are aware, Omar wants to expand the rollout to dining areas as well. It will necessitate a significant change in priorities for the budget and timetable. Our goal, scope and budget will undoubtedly be impacted. An expanded rollout would require pushing back the timeline, paying for more tablets and deliverables, and more back-of-house hires. A more limited rollout will also give the kitchen time to scale up its operations and allow us to deal with any problems that arise more discreetly.

This is a pilot project; therefore, I believe we should stick with it. However, once the results of this project are in, we may come up with an extra idea to expand to the dining area. Going forward, I'd like to be able to reach an understanding with our team and buy-in Omar and Deanna over to the idea that a progressive approach will produce the best outcomes for sustained revenue development. I'm hoping that by putting on a united front, we may persuade Omar and Deanna to adopt this viewpoint.

Best Regards,
Peta

Email #2

From: Peta

To: Seydou

Subj: Regarding the expansion of Menu Tablet Rollout

Hi Seydou,

Hope you are doing well. I am glad that we are working on this project together. Thank you for your input in the brainstorming session to identify benefits and costs to expand the rollout to dining areas.

As you are aware, Omar wants to expand the rollout to dining areas as well. This would affect the scope and be risky to get good outcomes. The benefits of larger profits may not outweigh the risks. A more limited rollout will also give the kitchen time to scale up its operations and allow us to deal with any problems that arise more discreetly. Moreover, as you mentioned in the meeting piloting in bar is less risky than in dining because of the experiences. Also, more

number of orders in dining sections can affect the outcomes when it comes to scalability in the beginning of the project. I agree with you on incrementally rolling out and depending on it scale up the kitchen operations gradually. Would you be able to share all the concerns you have with me, so that I can make a good case to buy-in Omar and Deanna to incrementally rollout this program?

Once the results of this project are in, we may come up with an extra idea to expand the dining area. Going forward, I'd like to be able to reach an understanding with our team and buy-in Omar and Deanna over to the idea that a progressive approach will produce the best outcomes for sustained revenue development. I'm hoping that by putting on a united front, we may persuade Omar and Deanna to adopt this viewpoint.

Best Regards,
Peta