

Project Charter: [Sauce & Spoon]

DATE: [10/06/2023]

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| **Project Summary** |
| Sauce & Spoon is a local restaurant chain specializing in scratch-to-table cuisine and committed to partnering with local farmers and suppliers. |

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| **Project Goals** |
| * Try to raise the average check total by customers to order more appetizers * Decreasing table turn time with kitchen staff might need more help to meet the increased demand * Adjust Goal Location |

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| **Deliverables** |
| * Increase Appetizer sales * 15 % average increase in Overall, 10 % in North, and 20 % in Downtown |

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| **Scope and Exclusion** |
| **In-Scope:**   * Increase customer satisfaction, and no delays in service   **Out-of-Scope:**   * Regaining old customers |

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| **Benefits & Costs** |
| **Benefits:**   * What is the biggest problem you are trying to solve? * What defines “success” or “completion” to you? * What are the resources and timeline needed?   **Costs:**   * Training Materials and fees : $10k * Hardware and Software Implementation : $ 30k * Maintenance (IT fees) : $ 5k * Updated website and menu design fee : $5k * Other Customization fees : $ 550 |

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| **Appendix:** |
| * To work on staffing and management problem |