

Project Charter: Sauce & Spoon Tablet Rollout

DATE: 24/05/25

| **Project Summary** |
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| Sauce & Spoon would like to launch a pilot rollout of tabletop menu tablets at two of our locations, Sauce & Spoon North and Sauce & Spoon Downtown. That way, guests can place their orders on the tablets as soon as they arrive at the restaurant, rather than waiting for a server to attend to them, which has been an issue in the past. |

| **Project Goals** |
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| * Raise average check total from $65 to $75 by boosting appetizer and specialty drink sales by 15% overall (20% at Downtown, 10% at North) by September 2025. * Reduce average table turn time by 30 minutes to boost daily average guest counts by 10% by September 2025. * Lower employee burnout and turnover rates by 15% by December 2025 through streamlined service and reduced table demands. * Reduce the number of negative reviews by 20% by December 2025, measured through online feedback and in-store surveys. * Decrease food waste by 25% by September 2025 by using data from the tablets to better align food preparation with demand. |

| **Deliverables** |
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| * Tablets are installed and operational in the bar areas of the two locations. * Metrics and data collection points were established to track check totals, table turn times, customer feedback, and food waste. * Staff training on tablet use and upselling strategies. |

| **Scope and Exclusion** |
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| **In-Scope:**   * Installation and configuration of tablets in the bar areas. * Staff training for tablet use and upselling techniques. * Data collection and analysis of key metrics.   **Out-of-Scope:**   * Rollout to other restaurant locations beyond North and Downtown. * Updates to kitchen or food preparation processes unrelated to data-driven adjustments. |

| **Benefits & Costs** |
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| **Benefits:**   * Higher average check totals and improved revenue. * Faster table turns and more guests served daily. * Improved staff morale through easier order management. * Reduced food waste and environmental impact. * Better customer satisfaction and loyalty.   **Costs:**   * Initial investment in tablet hardware and software. * Staff training and onboarding. * Ongoing maintenance and software support. |

| **Appendix:** |
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| Misalignments and Resolutions:   * Misalignment 1:Reallocate Payroll * Resolution: TBD at a later date |