



Project Charter: Tabletop Menus

DATE: 3/1/2022

Project Summary

Sauce & Spoon would like to launch a pilot rollout of tabletop menu tablets at two of our restaurant locations, Sauce & Spoon North and Sauce & Spoon Downtown. Rolling out tabletop menu tablets to assist customers with quick, easy ordering options.

Project Goals

- Increase guests by 10%.
- Cut the amount of wasted food by 25% by June.
- Add add-ons and coupons to the tablet to increase appetizer sales by 15% by the end of the second quarter
- Reduce guest's table time by 30 minutes by the end of the second quarter, which will decrease the time the guests will have to wait
- Increase the satisfaction of the kitchen staff
- Increase the guest's check average total by \$75 by promoting appetizers and beverages by the end of the second quarter- increase in profits

Deliverables

- Installation of tablets in the bar area
- Staff training on the new systems
- Data points and track metrics

- Quick service will increase the satisfaction of the customers

Scope and Exclusion

In-Scope:

- Increasing appetizer and beverage sales
- Increasing the kitchen staff's satisfaction
- Reduce guest's time at the table by 30 minutes

Out-of-Scope:

- Food waste policies

Benefits & Costs

Benefits:

- Increase revenue
- Reduced table and wait times
- Customer ordering from the tablet so no mistakes

Costs:

- \$5,000 Maintenance
- \$5,000 Website and menu design
- \$10,000 Materials for trainings
- \$30,000 Hardware and Software for the tablets

Appendix:

- 3/1/22: Goals and deliverables were edited
- 3/1/22: In scope and out of scope were edited