

Project Charter: Menu Tablet Pilot Program

DATE: [03/01/22]

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| **Project Summary** |
| Install table top menu tablets at two of the restaurant locations. The initial placements will be in the bar areas.  Implementing menu tablets at tables and digitizing the ordering process will speed up service and other processes. It will allow us to turn tables more quickly and serve more guests. Additionally, it will give us clear data points to track metrics so that we can help ensure the restaurant’s success. |

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| **Project Goals** |
| * Increase product mix by having smart inventory management through the metrics collected by the tablets by Q2 * Cut food waste by 25% by Q2 by minimizing wait staff error through the tablets * Decrease average table turn time by approximately 30 minutes by the end of the second quarter (Q2), resulting in decreased customer wait time * Increase daily guest counts by 10% * Increase appetizer sales by 15% through customer marketing via tablets by EOY * Decrease customer checkout time by 10% on average in the first six weeks after implementation through tablet streamline * Increase average check total to $75 by selling more appetizers and beverages by the end of Q2, resulting in increased profits |

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| **Deliverables** |
| * Table tablets for the two pilot restaurant bar areas * Analysis of the metric goals by Q2 |

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| **Scope and Exclusion** |
| **In-Scope:**   * Measuring employee satisfaction (what metrics will be used) * Installing tablets at the two pilot restaurants * Establishing standard OKRs to measure the ongoing project success   **Out-of-Scope:**   * Food waste policy change |

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| **Benefits & Costs** |
| **Benefits:**   * Significant food inventory optimization 25% reduction of waste at both locations * Increased customer traffic with potential additions 8-10 customer groups per night * Increased total revenues through average check increases   **Costs:**   * Training materials and fees: $10,000 * Hardware and software implementation across locations: $30,000 * Maintenance (IT): $5,000 * Other: $550 * Total: $50,550 |

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| **Appendix:** |
| * Reallocate payroll to hire more kitchen staff (misalignment) * Policy discussions |