



Project Charter: [Rolling out the menu tablets to assist customers with quick and easy ordering options.]

DATE: [20/8/2023]

Project Summary

Our goal is to roll out the menu tablets to assist customers with quick and easy ordering options so that the average table turn time can be reduced by 30 minutes. This rollout will be conducted in the bar at two of the Sauce & Spoon locations i.e. North and Downtown. Additionally, our pilot should start at the beginning of quarter two.

Project Goals

- Reduce table turn time by 30 minutes which will result in reducing guest wait time
 - Cut food waste by 25%.
 - Increase daily guest counts by 10%.
 - Increase appetizers sales by X%.
 - Increasing avg check total to 75\$ by selling more appetizers and speciality drinks which will result in increase in profits.
 - Increase the avg sale of appetizers by 15%. i.e. 10 & 20% respectively for North and Downtown locations.
 - Train all staff for the new system.
- All these goals should be achieved by the start of the second quarter.

Deliverables

- Well established menu tablets at the bars of North and Downtown diners by the start of the second quarter.
- Hassle free checkouts with existing POS and software.
- Training staff on new tablets.
- Providing tablet manuals.
- Promoting tablet rollouts.
- Integrating surveys to customers for their feedback after dining.

Scope and Exclusion

In-Scope:

- Establishing menu tablets at the North and Downtown diner bars.
- Increase product mix.
- Reducing food wait time.

Out-of-Scope:

- Data metrics on cut out food wastes.
- Customers' response towards the new ordering system.

Benefits & Costs

Benefits:

- Speed up service and other processes.
- An average Table turn times will be reduced by 30 minutes.
- Help restaurants improve digital presence.
- Reduced negative customer reviews.
- Reduction in food waste.
- Increase in sales.

Costs:

- Hardware and software :- \$30000
- Customization of software :- \$550
- Updating website & menu designs :- \$5000
- Maintenance :- \$5000
- Training staffs and other fees :- \$10000

Appendix:

- stakeholder misalignment on whether to reallocate payroll from the front of house to the back of house to hire more staff in order to meet increased demands.
 - Director of Operations and GM-Downtown suggest monitoring the payroll and bandwidth of the BOH, and opening 2 part-time line cook roles in the meantime.
 - GM-North doesn't want to give up FOH payroll in case there is a need for more hosts/bartenders.
 - **Unresolved**
- stakeholder misalignment on whether to include the decreasing of guest wait time as a separate goal from the decrease in table turn time
 - **Unresolved**- GMs are fine with removing it as a separate goal if the Director of Operations is fine with it. Need her approval.
- stakeholder misalignment on policy change for when food is sent back due to error of new tablet rollout.
 - **Resolved**- separate operation away from the tablet project.
- Executive chef has asked for help on improving kitchen staff satisfaction
 - **Resolved**- Executive chef has agreed to find a way to work into the project and provide metrics.