Project Charter: [Tablet Transition Project]

DATE: [XX/XX/XX]

Project Summary

- Introduction to Sauce & Spoon and its mission and goals.
- Overview of the proposed project and its objectives.

Project Goals

- Introduce tablet-based ordering system in Sauce & Spoon restaurants (Sauce & Spoon North and Sauce & City Center).
- Increase product diversification and promote selected menu items through tablet features.
- Reduce average table turnover time by 30 minutes to enhance guest experience.
- Reduce food waste through more efficient order processing.

Deliverables

- Pilot the tablet system in the bar section of the two restaurants (Sauce & Spoon North and Sauce & Spoon City Center).
- Determine the optimal tablet package with menu item enhancements and discount coupon capabilities.
- Estimate the potential reduction in food waste through tablet usage.
- Develop and conduct staff training sessions for the tablet system.
- Monitor and report on the achieved reduction in table turnover time.

Scope and Exclusion

In-Scope:
- Implementation of a tablet-based ordering system in the bar sections of the two restaurants.
- Integration of the tablet system with the existing POS and mainframe software for seamless operation.
- Testing and implementation of menu item enhancements and discount coupon features on the tablets.
- Training of staff members on how to use the tablet system effectively.

Out-of-Scope:
- Implementation of the tablet-based ordering system in areas other than the bar sections of the two restaurants.
- Modification or integration with other restaurant systems beyond the existing POS and mainframe software.
- Any changes or enhancements to the core menu items not related to the tablet-based ordering system.
- Implementation of tablet-based ordering in any other branches or locations beyond Sauce & Spoon North and Sauce & Spoon City Center.

Benefits & Costs

Benefits:
- Shortened table turnover time, leading to increased customer capacity and revenue.
- Improved staff efficiency, leading to reduced labor costs and enhanced customer service.
- Enhanced data analytics and metrics to monitor and optimize restaurant performance.

Costs:
- Hardware and Software Costs: The tablets and necessary software required for the tablet-based ordering system implementation, including any licensing fees or customization costs.
- Training Costs: Expenses related to training staff members on how to use the tablet system efficiently and handle customer orders more effectively.
- Integration Costs: If there are any integration expenses to connect the data analytics system with other existing systems.

Appendix:

- Misalignment about Payroll Reallocation - budget allocation which reduce FOH and increase BOH staff to support increase in order.
- Revise Feature about Change in Policy Change - regard food waste and order return based on error.
- Misalignment about Increase Appetizer Sale as a goal - since different location got different sale percentage on appetizer and beverage in total sales.
- Misalignment about Goal - put decreasing in guest wait time and table turnover rate as separate goals.

Task Brainstorming:

1. Conduct Market Research and Vendor Analysis:
   - Supporter Document: Project Initiation Document
2. Hold Meetings with Department Heads and Stakeholders:
   - Supporter Document: Email Correspondence with Larissa
3. Define Scope and Objectives of the Tablet Adoption Project:
   - Supporter Document: Project Initiation Document
4. Evaluate Financial Feasibility and Cost Projections:
   - Supporter Document: Past Project Plan
5. Select and Procure Suitable Tablets and Software:
   - Supporter Document: Project Initiation Document
6. Conduct Training and Orientation for Staff:
   - Supporter Document: Past Project Plan
7. Implement Tablet Usage in the Bar Area:
   - Supporter Document: Past Project Plan
8. Monitor and Evaluate Pilot Program in Bar Area:
   - Supporter Document: Email Correspondence with Caner
9. Analyze Customer Feedback and Performance Metrics:
   - Supporter Document: Email Correspondence with Gizem
10. Make Data-Driven Decision on Expanding Tablet Adoption:
    - Supporter Document: Email Correspondence with Omar