

Project Charter: [Menu Tablet Project]

DATE: [10/03/2025]

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| **Project Summary** |
| In order to cut down on customer wait times and boost sales, this initiative intends to install self-service tabletop menu tablets at every Sauce & Spoon location. |

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| **Project Goals** |
| ● Implement a tabletop menu tablet pilot program at two dining establishments.  ● Concentrate By June, a bar area pilot will be launched. ● By June, raise the product mix (appetiser sales by 15% on average)  ● Teach employees how to operate and handle new hardware and software  ● Integrate system software for tablet and point-of-sale ● Reduce food waste by 25% by the end of the second quarter  ● Hire two part-time kitchen personnel  ● Cut table turn times by thirty minutes by June  ● Increase the number of guests each day by ten percent by June  ● Raise the average bill total by thirteen percent. |

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| **Deliverables** |
| ● Purchase and set up tablets for both sites  ● Employ kitchen workers  ● Expand appetisers  ● Teach employees how to use the system  ● Increase daily visitor count  ● Shorten wait times at tables  ● Cut down on food waste  ● Integrate systems software |

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| **Scope and Exclusion** |
| **In-Scope:**  ● Establish a tabletop menu tablet pilot program at two restaurant locations  ● Reduce food waste  ● Increase part-time kitchen workers  ● Shorten table turnover times  ● Boost daily patronage  ● Provide staff training  **Out-of-Scope:**  ● suggestion to include return policies in the launch  ● suggestion to increase kitchen staff satisfaction  ● reallocation of salary |

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| **Benefits & Costs** |
| **Benefits:**   * include accelerating service and other delivery procedures, turning tables faster, and serving more people. * Provide precise data points to monitor metrics so that we can contribute to the restaurant's prosperity. * stay abreast with the restaurant industry's expanding digital presence, which enables us to offer patrons a recognisable online experience.   **Costs:**   * Training supplies and charges --------------------> $ 10 000 * Implementation of Hardware and Software in Various Locations ----------> $ 30,000. * Upkeep (IT charges via EOY) --------------------> $ 5000 * New menu and website design charge --------------------> $ 5000 * Additional expenses for customisation --------------------> $ 500 * IN TOTAL The following: ------------------------------------------------------> $ 50,550 |

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| **Appendix:** |
| ● aim misalignment with Deanna on shorter wait times for guests  ● Proposal out of scope regarding the inclusion of return policies in the launch  ● Proposal out of scope regarding enhancing kitchen staff satisfaction  ● Lack of a clear aim for Installing tablet bundles with discounts and menu add-ons |