

Project Charter: [Contactless Ordering System]

DATE: [01/01/2024]

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| **Project Summary** |
| Sauce & Spoon would like to launch a pilot rollout of table top menu tablets at two of locations (Sauce & Spoon’s North & Downtown) in a view to improve customer’s care & service experience and increase in Sales. |

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| **Project Goals** |
| * Launch a pilot rollout of Tabletop Menu Tablets at two restaurants in the bar section by Q2 i.e April 2024. * Reduction in average table turn times by 30 minutes. * Increase of 10% daily guest count by end of Q2. * Scaling down the food waste because of incorrect ordering by 25% in each quarter. * Training Staff in the end of the Q1 March 2024. * Around 15% increase in North location and 20% increase in Downtown location average checks total by promoting the appetizers with inclusion of tablet-packages menu add-on and coupons. |

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| **Deliverables** |
| * Digital Menu * Training Sessions for the Staff * Integration of Tablet Software with current Host and POS software for seamless tracking. * Tablet Packages that include menu add – ons and coupons. * Additional 2 months of Support * Implementation of Analytics Reporting. |

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| **Scope and Exclusion** |
| **In-Scope:**   * Implementation of Tablet Digital Menu in the bar section at the two locations. * Tablet Packages that includes addons and coupons. * Integration of Tablet Software with current Host and POS software for seamless tracking. * Training Sessions for Staff.   **Out-of-Scope:**   * Policy change on Food Return. * Measurement of Employee Hospitality Review System. * Improvement in Existing Software Systems. |

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| **Benefits & Costs** |
| **Benefits:**   * Reduce Food Waste. * Increasing Annual Sales while maintaining the quality standards of the product.   **Costs:**   * Hardware and Software Implementation - $40,000 * Update Website and Menu Design Fee - $6,000 * Hosting and Storage of Application: $700 / month * Development Phase: $5000 / per resource / month * Maintenance Phase: $3000 / per resource / month |

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| **Appendix:** |
| * Reallocate some of the payroll from our FOH budget to hire some cooks. * Uniform goals may not be appropriate for all locations. A one-size-fits-all approach could lead to unrealistic targets or insufficient challenges depending on the location. * Lack of clarity on the exact percentage or dollar increase expected. |