

Project Charter: Sauce & Spoon Tablet Rollout

DATE: [01/01/2024]

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| **Project Summary** |
| We would like to launch a pilot rollout of table top menu tablets at two of five locations (Sauce & Spoon’s North & Downtown) in a view to improve customer’s care & service experience with an aim to serve more guests and increase in sales. Furthermore, it provide us clear data points to track metrics to ensure decision making process and Restaurant success. |

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| **Project Goals** |
| * Increase average daily guest count by 10% by EOY. * Decrease average table turn time by approximately 30 minutes by the end of EOY. * Decrease in food waste and order return compensation by 40% by EOY. * Increase sale of appetizers by TBD% by EOY. * Decrease the labour costs by 5% by EOY. * Decrease customer checkout time by 10% on average in the first four weeks after implementation. * Increase 97% customer satisfaction in the pilot phase. * Decrease 5% technical issues reported by customers after implementation in first four months. |

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| **Deliverables** |
| * Installation of working tablets in the bar section at Two locations (North & Downtown) * Installation and Upgradation of wiring, electrical and Wi-Fi systems. * Training of Management, FOH staff and BOH Staff * Integration of Tablet Software with current Host and POS software. * Hiring additional staff as per location necessity. * Promotion of specific menu items as add-ons, displaying coupons for those items. * Purchase of additional operational supplies per location as necessary. * Implementation of post-dining survey to assess customer satisfaction. |

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| **Scope and Exclusion** |
| **In-Scope:**   * Implementation of Tablet at two locations. * Install and Upgrade wiring and WIFI system. * Hiring additional Staff. * Purchase of Additional Operational Supplies. * Marketing Promotion. * Post-Dining Survey Implementation.   **Out-of-Scope:**   * Policy change on Food Return. * Improving Kitchen Staff Satisfaction. |

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| **Benefits & Costs** |
| **Benefits:**   * Improve service times. * Decrease rate of incorrect orders resulting to increase in customer satisfaction. * Serve more guest, increase total revenue. * Reduce waste food.   **Costs:**   * Training materials and fees - $10,000 * Hardware and Software Implementation - $30,000 * Update website and menu design: $5000 * IT fees/ Maintenance: $5000 * Customization: $500   **Total Budget Estimated:**   * $50,550 |

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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. |