**Email #1**

| From: Peta  To: Carter  Subj: Pushback for rollout expansion  I hope this email finds you well. This email is in continuation of our meeting earlier regarding the expansion of the tablet rollout in both the North and Downtown locations of Sauce and Spoon. Our CEO, Omar Mubarak has requested to not limit the tablet rollout to the bar section but instead to expand it to the rest of the dining area. While I am aware of the potential revenue gains the expansion could bring to Sauce and Spoon, I am concerned about the risks associated with this request.  Firstly, expanding the rollout would mean expanding our budget and timeline. We have currently allocated the budget for the pilot rollout in the bar sections and to complete the pilot by the end of Q2. Changing the scope at this point would mean extending the timeline and straining our finances which is not ideal. Secondly, expanding the rollout would also warrant additional training for the staff, hiring more staff and purchasing more tablets. This could affect the overall timeline of the project and potentially cause delays.  Given these considerations, I strongly agree with your concerns regarding the employee and customer satisfaction, as well as the need to hire more kitchen staff. I also agree with Saydou’s rationale that the rollout expansion has to be an incremental process. I would like to request your help in convincing Omar to stick with the original plan of implementing the tablet rollout just in the bar area, at least for the time being.  I know you have a lot of experience in the kitchen and a strong understanding of the kitchen’s operations, so your input will be valuable in this discussion. I hope you will consider joining me in this effort. Thank you for your time and I look forward to your response.  Sincerely,  Peta |
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**Email #2**

| From: Peta  To: Alex  Subj: Push back for rollout expansion  I hope this email finds you well. This email is in continuation of our meeting earlier regarding the expansion of the tablet rollout in both the North and Downtown locations of Sauce and Spoon. Our CEO, Omar Mubarak has requested to not limit the tablet rollout to the bar section but instead to expand it to the rest of the dining area. While I am aware of the potential revenue gains the expansion could bring to Sauce and Spoon, I am concerned about the risks associated with this request.  Firstly, expanding the rollout would mean expanding our budget and timeline. We have currently allocated the budget for the pilot rollout in the bar sections and to complete the pilot by the end of Q2. Changing the scope at this point would mean extending the timeline and straining our finances which is not ideal. Secondly, expanding the rollout would also warrant additional training for the staff, hiring more staff and purchasing more tablets. This could affect the overall timeline of the project and potentially cause delays.  I understand that Gilly is confident in their ability to guide Zane and the kitchen through this rollout expansion, however I agree with your concerns that there are so many variables to account for and a rollout expansion could risk it all. I understand the amount of hard work you have put in to restore and maintain staff morale and the quality of customer service and any issues accompanied with the rollout expansion could be difficult to recover from.  Given these considerations, I request you to join me to convince Omar to stick with our original plan of implementing the tablet rollout in the bar sections for both the locations, at least for the time being. With your help, we can make sure this project is successful and beneficial for our company. Thank you for your time and I look forward to your response.  Sincerely,  Peta |
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