



Tabletop menu tablets Project

DATE: [10/11/2023]

Project Summary

Our plan is to install tabletop menu tablets allowing the restaurant serve more guests in less time and provide valuable data to help company meet its business goals.

Project Goals

- Decrease average table turn time by about 30 minutes by rolling out tabletop menu tablets by the start of Q2.
- Train the staff on the new system.
- Cut food waste by 25% by the end of Q2 by reducing the human error in the ordering system.
- Increase daily guest counts by 10% by the end of Q2 by improving the overall customer satisfaction and dining experience
- To increase the consumption of appetizers by overall 15% at both the locations by the end of Q2 by providing menu add-ons and coupons.
- Improve the customer satisfaction and dining experience.

Deliverables

- To launch a pilot rollout of tabletop menu tablets at two of the restaurant

locations by the end of next quarter

- Develop a plan for training the staff on the new system and execute it.
- Configuring the tablet software to be compatible with the existing POS system and host software.
- To reduce the food waste by 25% at both the locations.
- To increase the guest count by 10%.
- Increase the average check value by increasing the consumption of appetizers by 15%.

Scope and Exclusion

In-Scope:

- Installing tabletop menu tablets at the bar section of the two restaurant locations.
- Planning for training the staff on the new system.
- Ensuring the tablet software to be compatible with the existing POS system and host software and tablet packages should include menu add-ons and coupons.
- Reducing the food waste.
- Increasing the daily count of guests.

Out-of-Scope:

- Improving the guest wait times.
- Reallocate of the payroll to spend the savings on hiring more kitchen staff.

Benefits & Costs

Benefits:

- Speed up the ordering process.
- Reduced “burnout” among the staff and increased profitability due to reduced human error in ticketing.
- Meet the company’s annual growth and expansion goals.
- Provide customers with a seamless digital ordering experience and hence increased satisfaction.

Costs:

- \$50,550

Appendix:

- 15% average increase overall in appetizer sale, with the North location targeted for a 10% increase and the Downtown location targeted for a 20% increase. (Raised by Deanna, **Solved.**)
- Reallocate of the payroll to spend the savings on hiring more kitchen staff.(Raised by Deanna, **Not solved** -, Reason: need some data around how the tablets impact table turn time and changes in revenue)
- Decreasing guest wait time (Raised by Deanna, **Not solved** -, Reason: wait time depends upon on lot of factors, and are not directly influenced by Tablet launch, table turn time is more specific)