

Project Charter: Tabletop Menu Tablets

DATE: [18/05/2022]

| **Project Summary** |
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| Sauce & Spoon would like to launch a pilot rollout of tabletop menu tablets at two of our restaurant locations, Sauce & Spoon North and Sauce & Spoon Downtown. That way, guests can place their orders on the tablets that are located at each table to offer guests a seamless ordering experience and to provide effective ticketing system |

| **Project Goals** |
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| * Decrease average table turn time by approximately 30 minutes by the end of the second quarter (Q2), resulting in decreased customer wait time * Increase average customers by 10% by end of the year by reducing table turn time * Cut food waste by 25% by end of june by implementing effective ticketing system and tracking order changes * Increase average check total to $75 by selling more appetizers and beverages by the end of Q2, resulting in increased profits * Improve table service productivity and efficiency by installing tabletop menu tablets at the start of Q2 * Increase customers experience by innovatively digitalizing the restaurant industry to attract more people |

| **Deliverables** |
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| * Installing tablets at all tables in bar section in Sauce & Spoon North and Sauce & Spoon Downtown restaurants * Menu item add-on feature and the coupons for additional items * Integrate tablets software with existing host software and Point-Of-Sales(POS) software * Online payment option available in software * Record order modifications done after payment * Design training sessions to use new software |

| **Scope and Exclusion** |
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| **In-Scope:**   * Bar section in Sauce & Spoon North and Sauce & Spoon Downtown restaurants * Increase in employees satisfaction   **Out-of-Scope:**   * Changing company policy on return orders * Other Sauce & Spoon restaurants |

| **Benefits & Costs** |
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| **Benefits:**   * Reduce revenue leak by wrong billing by servants * Reduce table turn time, so increase in ability to serve more customers * Innovatively digitalizing the restaurant industry to attract more people   **Costs:**   * Training Materials and fees - $10,000 * hardware and software implementations across locations - $30,000 * Maintenance (IT fees through EOY) - $5,000 * updated website and menu design fees - $5,000 * Other customization fees - $550 |

| **Appendix:** |
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| * increasing sales of appetizers goal   + Resolved to increase by aroung 15% after discussion with GM's(Alex, Gilly) and confirming with Deana * Allocating payroll and hiring more kitchen staff   + More information is needed to consider this goal and allocate budget   + Note: Meet with Dienna and GM's to dicuss more on it * Metrics TBD on increase in employees satisfaction * Changing company policy on return orders to out of scope   + Moved it to a seperate change process   + Resolved after discussing with Carter, Deanna and GM's |