

Project Charter: [Sauce and Spoon’s tabletop menu tablets]

DATE: [13/07/23]

| **Project Summary** |
| --- |
| Sauce & Spoon would like to launch a pilot rollout of tabletop menu tablets at two of our restaurant locations. Their goals are to increase their product mix,upselling appetizers or promote certain entrees, and want to decrease our average table turn time by about 30 minutes. They also want to help communicating specific guest requests to the kitchen more directly |

| **Project Goals** |
| --- |
| * Their goals are: * to increase their product mix, * upsell appetizers * promote certain entrees, * they want to decrease our average table turn time by about 30 minutes. * They also want help communicating specific guest requests to the kitchen more directly |

| **Deliverables** |
| --- |
| * Project charter * Tablet Rollout plan * Training Plan * Integration plan * Food waste reduction * Reduce table turn time * Coupon sand menu add ons |

| **Scope and Exclusion** |
| --- |
| **In-Scope:**   * Launching the project at two locations * Testing the tablets * Menu add-ons and coupons * Reducing table turn time * Kitchen and customer communication * Food waste reduction * Training of staff * Drafting a project charter   **Out-of-Scope:**   * Piloting tablets in other areas * Policy change about order returns * Discussion about tablet vendors and package * Synchronization of tablet software with system * Food waste target * Employee satisfaction goals |

| **Benefits & Costs** |
| --- |
| **Benefits:**   * Customer experience * Increased table turnover * Upselling * Good communication * Cost saving   **Costs:**   * Purchasing tablets and Staff training $10,000 * System integration $30,000 * Potential resistance to change $5,000 * Ongoing maintenance and support $5,000 * Customization fee $550 |

| **Appendix:** |
| --- |
| * Project charter * Tablet Package Research * Training plan * Integration plan * Cost estimates * Timeline * Risk assessment * Communication plan * Lessons learned * Policy change alignment: Carter and Gilly have a misalignment, one believes that it should be changed other belives it to be done later * Scope of policy change alignment: Peta and carter has a misalignment. One believes it is part of the project while other says it should be addressed separately. * Measurement of employee satisfaction alignment: carter and Peta has a misalignment. One believes that it can increase employee satisfaction while other says there is no way to measure it how much. * Timing of policy change: Carter and Denna has a misalignment regarding the timing. Exact timing is not specified |