

Project Charter: [Tablet rollout]

DATE: [13/7/2023]

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| **Project Summary** |
| The main objective of this project is to implement digital menu by fully integrated tablet system placed on each table. After completing the project, the daily gust count is expected to raise by 10% with best ordering experience. The project budget is planned to be $50,550 |

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| **Project Goals** |
| * Decrease average table turn time by approximately 30 minutes by the end of the second quarter (Q2), resulting in decreased customer wait time * Increase daily guest counts by 10% at the end of the 2nd quarter * Increase average check total to $75 by the end of Q2 by selling more appetizers and beverages, resulting in increased profits. * Cut food waste by 25% * Maintain an average rating of 4.5/5 stars on our review platform |

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| **Deliverables** |
| * Rolling out tabletop menu tablets to assist customers with quick, easy ordering options. * Partner with five new, local, and sustainable vendors each year on a rotating basis * Ensure each investment over $100K undergoes analysis and results in a positive return * Maintain an average rating of 4.5/5 stars on our review platform |

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| **Scope and Exclusion** |
| **In-Scope:**   * Design and implement digital ordering system by using tablet * Hardware and software implementation with update * Training to staff   **Out-of-Scope:**   * Policy change |

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| **Benefits & Costs** |
| **Benefits:**   * speed up service and other processes * serve more guests * clear data points to track metrics * keep up with the growing digital presence in the restaurant industry   **Costs:**   * Training Fee=10,000 * Hardware and software implementation=30,000 * Maintenance=5,000 * Update website and menu design fee=5,000 * Another customization fee=550 |

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| **Appendix:** |
| * The goal of decreasing guest wait time by X% was discarded due to its redundant details similar with the table turn time goal * Policy change was a misalignment. It was decided not affect project and to be discussed on separate matter * Payroll change for increasing kitchen staff was to be decided after the revenue is known to cover the additional expenses * To hire additional runners and bussers were postponed until there is a clear requirement for the task coverage |