**Email**

| From: Peta  To: Alex  Subj: [Seeking Your Support: Keeping the Tablet Rollout Limited to the Bar Area]  [Greeting and intro]:  Dear Alex,  I hope this email finds you well. I wanted to reach out to you regarding an important matter concerning the tablet rollout at Sauce & Spoon. As the General Manager of the Downtown location, I believe your insights and support would be invaluable in this discussion.  To provide some context, Omar, the owner of Sauce & Spoon, has expressed his desire to expand the tablet rollout to include all dining sections, not just the bar. While Deanna, the Director of Operations, expects me to accommodate this expansion, I am concerned that it falls outside the scope of our original project plan.  [Body]:  Considering your exceptional leadership and your dedication to restoring staff morale and the quality of customer service, I believe you share my reservations about the risks associated with such an expansion. I completely understand your hesitations, as any mishaps during the rollout could potentially have a negative impact on the progress we have made so far. Maintaining the delicate balance we have achieved is crucial to sustaining our high level of service and employee satisfaction.  Allow me to highlight two key reasons why expanding the rollout may be unwise:  1. Increased risk: The expanded rollout would introduce numerous variables and potential points of failure. Managing the tablets in all dining sections would require significant adjustments in operational procedures, potentially leading to disruptions and possible negative customer experiences. We must carefully consider the impact on staff workload, training requirements, and overall service efficiency before implementing such a significant change.  2. Staff morale and customer service: The downtown location has worked diligently to restore staff morale and enhance customer service. Our team has shown great commitment, and any disruption caused by an extensive rollout could adversely affect their motivation and the quality of service we deliver. We should prioritize maintaining the positive atmosphere we have cultivated, rather than risking it for uncertain benefits.  In light of the potential risks and challenges, I kindly request your support in convincing Omar and Deanna to stick with our original plan and limit the tablet rollout to the bar area. Together, we can present a unified front, grounded in our collective expertise and experience, to ensure that the decision aligns with the best interests of both our staff and customers.  [Conclusion]:  I believe that your credibility as General Manager and your understanding of the unique dynamics of the downtown location will significantly contribute to our cause. By framing our argument around maintaining the progress we have made and providing evidence of the potential risks, we can demonstrate the prudence of our position. Moreover, as leaders, we connect emotionally with the well-being of our team and the experience we provide to our customers, making it essential to uphold the integrity of our current operations.  I would greatly appreciate your active involvement in this matter. Please let me know if you are available to discuss this further or if there are any additional insights you would like to share. Your support and expertise will be instrumental in shaping the outcome of this discussion.  [Email closing]:  Thank you for your time and consideration, Alex. I look forward to working together to advocate for our original plan and the success of Sauce & Spoon.  Warm regards,  Peta  Project Manager, Sauce & Spoon |
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