



## Project Charter: Menu Tablets

DATE: 06/16/22

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### Project Summary

Rolling out table menu tablets in the bar area of two restaurants to assist customers with quick, easy ordering options. Implementing menu tablets at tables and digitizing the ordering process will speed up service and other processes. Additionally, it will give us clear data points to track metrics so that we can help ensure the restaurant's success.

### Project Goals

- Decrease average table turn time by about 30 minutes by the start of Q2
- Increase average daily guest counts by 10% by the end of Q2
- Cut food waste by 25% by the end of Q2
- Train the staff working on the new system by the start of Q2
- Integrate tablets with existing POS system and host software by the start of Q2
- Increase average check value at least \$75 by the end of Q2
- Increase appetizer sales by 15% average by the end of Q2
- Implement menu item add-on feature and the coupons in tablets by the start of Q2

### Deliverables

- Tablets installed in the bar area in two restaurants
- Training plan on the new system for the staff is ready
- Tablets integrated with existing POS system and host software
- Menu item add-on feature and the coupons in tablets implemented
- Tablets are ready for installation
- Tablet vendor is chosen
- Clear data points to track metrics

## Scope and Exclusion

### In-Scope:

- Food waste goal metrics
- Training the staff working on the new system
- Integrating tablets with existing POS system and host software

### Out-of-Scope:

- Policy Changes
- Employee satisfaction

## Benefits & Costs

### Benefits:

- Increase daily guests
- Decrease table turn time
- Cut food waste
- Increase average check value
- Increase appetizer sales

### Costs:

- Budget \$50,550
- Training materials and fees \$10,000
- Hardware and software implementation across locations \$30,000
- Maintenance \$5,000
- Updated website and menu design fee \$5,000
- Other customization fees \$550

## Appendix:

- Reallocate payroll to hire more kitchen staff
- Policy Changes
- Kitchen staff satisfaction
- Increase appetizer sales