Sauce & Spoon Project Plan

Task	Notes	Start Date	Due Date	Duration	Task Owner	Status	PHASE ONE			PHASE TWO			PHASE THREE			PHASE FOUR		
							WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11	WEEK 12
							M T W R F	M T W R F	M T W R F	M T W R F	M T W R F	M T W R F	M T W R F	M T W R F	M T W R F	M T W R F	M T W R F	M T W R F
Schedule Kick off Meeting				3 days														
Milestone: Tablet shipment																		
Tablet implementation research				2 days														
Generate quotes and review costs				3 days														
Create contracts and statements of work for vendors				4 days														
Tablet delivery to the S&S				11 days														
Milestone: Installing tablets in locations																		
Schedule an electrician				2 days														
Install tablets in the bar areas at the Downtown and North restaurant				4 days														
Milestone: Designing tablet Menu																		
Connect the S&S marketing team with Terrific Tablets for branding				2 days														
Give materials to vendor for tablet menu interface				3 days														
Tablet Menu Mockups and Designs creation				4 days														
Integrate tablet software with POS system				5 days														
Approval for final menu design				2 days														
Programming the application by vendor				8 days														
Menu items and Coupon Values				10 days														
Testing the menu on tablets				4 days														
Milestone: Training Staff																		
Train management, FOH staff, and BOH staff				5 days														
Conduct training in-house				15 days														
Train the staff to update the menu				4 days														
Conduct a test run before launch				4 days														
Milestone: Project Launching																		
Create a launch day plan: staffing, troubleshooting, etc.				6 days														
Milestone: Project Feedback																		
Implement a post-dining survey to assess customer satisfaction				7 days														

Task Brainstorm

Task	Notes	Estimated Duration (Days)	Optimistic	Most Likely	Pessimistic	Confidence Rating (H/M/L)	Known Dates
Tablet implementation research	Peta	2	1	2	3	H	
Generate quotes and review costs	Peta	3	2	3	4	H	
Create contracts and statements of work for vendors	Peta	4	2	4	6	M	
Tablet delivery to the S&S	Seydou	11	7	10	28	L	
Schedule an electrician	Seydou	2	1	2	3	M	
Install tablets in the bar areas in the Downtown and North restaurant	Seydou	4	2	4	5	M	
Connect the S&S marketing team with Terrific Tablets for branding	Peta	2	1	2	5	M	
Give materials to vendor for tablet menu interface	Alex	3	1	2	4	L	
Tablet Menu Mockups and Designs creation	Marketing department	4	2	4	6	M	
Approval for the final menu design	Deanna	2	1	2	3	H	
Integrate tablet software with POS system	Seydou	5	2	3	7	L	
Programming the application by vendor	Seydou	8	3	7	10	L	
Testing the menu on tablets	Seydou	4	2	4	7	M	
Train management, FOH staff, and BOH staff	Alex, Gilly	5	2	5	7	M	
Conduct training in-house	Alex, Gilly	15	10	14	21	H	
Training the staff to update the menu	Alex, Gilly	4	2	4	7	M	
Conduct a test run before launch	Alex, Gilly	4	2	4	6	M	
Create a launch day plan: staffing, troubleshooting, etc.	Peta, Alex, Gilly	6	4	6	10	H	
Implement a post-dining survey to assess customer satisfaction	Peta	7	4	7	10	M	
Menu items and Coupon Values	Carter	10	7	9	14	L	
Schedule Kick off Meeting	All	3	1	3	6	H	

Additional Resources

Title	Link	Date Added	Notes
Restaurant reboot	[Restaurant reboot (pmi.org)](#)	6/21/2022	Tablets for ordering with the cases
5 Unexpected Benefits of Restaurant Tablets	[5 Unexpected Benefits of Restaurant Tablets (Beyond Ordering) - Buzztime](#)	6/21/2022	

Quality and Evaluation

Quality Standards Category	Quality Standards Criteria/Description	Evaluation Questions	Evaluation Indicators	Criteria Met?
Average ticket time	8 minutes for appetizers 12-15 minutes for entrees	How much time did you wait for the arriving the order?	Munites of waiting the order	TRUE
Checkout time	1 minute	How fast did you do a cheackout?	Seconds and minutes for checkout	TRUE
Order accuracy	98% order accuracy or more	Did you get wrong items in the order?	Quantity of mistakes	TRUE
Customer wait time in the lobby	10 minutes or less	How long didd you wait in the lobby?	Munites of waiting in lobby	TRUE
Tablet Technical issues	less than 5% of customers	Did you have any issues with tablets?	Quantity of issues	TRUE

Survey Questions

Quality Standards Criteria/Description	Evaluation Questions	Evaluation Indicators	Survey Question	Question Type	Question Answer Options (depends on question type) Option #1	Option #2	Option #3	Option #4	Option #5
Ticket time 8 minutes for appetizers 12-15 minutes for entrees	How much time did you wait for the arriving the order?	Munites of waiting the order	How much time did you wait for the arriving the order?	Scaled	less 8 minutes	8 minutes	12 minutes	13 minutes	15 minutes
1 minute chechout	How fast did you do a cheackout?	Seconds and minutes for checkout	How fast did you do a cheackout?	Scaled	less than 30 seconds	less than 1 minute	more than 1 minute		
98% order accuracy or more	Did you get wrong items in the order?	Quantity of mistakes	Did you get wrong items in the order?	Yes/No	Yes	No			
Wait time in lobby 10 minutes or less	How long didd you wait in the lobby?	Munites of waiting in lobby	How long didd you wait in the lobby?	Scaled	less than 5 minutes	less than 10 minutes	less than 20 minutes		
Tablet Technical issues less than 5% of customers	Did you have any issues with tablets?	Quantity of issues	Did you have any issues with tablets?	Yes/No	Yes	No			
General customer satisfaction	What was the cusromer experience with tablets?	Customer feedback	How can you describe your experience with the tablets for the ordering?	Open-ended	Customer answer				
Tablet Technical issues less than 5% of customers	Did you have any issues with tablets?	Quantity of issues	How many issues did you have with th tablet?	Scaled	less than 2	less than 3	less than 4	less than 5	
Ticket time 8 minutes for appetizers 12-15 minutes for entrees	How much time did you wait for the arriving the order?	Munites of waiting the order	How much time did you wait for the arriving the order for appetizers?	Scaled	less 3 minutes	5 minutes	8 minutes	more than 8 minutes	
98% order accuracy or more	Did you get wrong items in the order?	Quantity of mistakes	How many items were wrong in the order	Scaled	less than 2	less than 3	less than 4	less than 5	more than 5
General customer satisfaction	Did customer have a positive effect out of using tablet?	Quantity of positive feedback	Did you like to use tablets in the ordering process?	True/False	True	False			
Tablet Technical issues less than 5% of customers	Did you have any issues with tablets?	Quantity of issues	What types of issue did you have with tablets?	Multiple choice	Menu issues	Issues with tablet's hardware	Coupon issue		