

Project Charter: Project Tablet Pilot

DATE: [05/23/2021]

|  |
| --- |
| **Project Summary** |
| Implement a fully integrated tablet system located at bar area of Sauce & Spoon North and Sauce & Spoon Downtown to offer guests a seamless ordering experience. |

|  |
| --- |
| **Project Goals** |
| Pilot the new system that integrates the new POS software with the existing host software in April. And by the end of Q2, reach the following goal:   * Decrease average table turn time by approximately 30 minutes, resulting in decreased customer wait time * Increase average check total to $75 (currently $65), * increased profits * Appetiser increase/product mix by 15% (10% North, 20% Downtown) * Reduce food waste from “comped” meals (order Error) by 25% * Increase daily guest counts by 10%. * The average rate of technical issues reported by customers is less than 5%. |

|  |
| --- |
| **Deliverables** |
| * Develop point-of-sale or POS software to promote certain items, manage prices, track orders, and generate the check at the end of a meal. * Integrated the new POS software with the existing host software that tracks table usage and wait lists, to offer clear data points for metrics tracking to ensure the restaurant’s success * installation of the tablet on the bar section. * train staff on the new system * by monitoring the payroll and bandwidth of the BOH (that’s Back-Of-House: all the kitchen staff, bussers, and “behind the scenes” staff), determine whether to hire new staff (kitchen, hosts or bartenders) * open up two-part time line cook roles |

|  |
| --- |
| **Scope and Exclusion** |
| **In-Scope:**   * launch a pilot rollout of tabletop menu tablets at bar area. * only pilot at two of our restaurant locations, Sauce & Spoon North and Sauce & Spoon Downtown.   **Out-of-Scope:**   * The tabletop menu tablets will not be implemented at the other area of the two testing restaurant locations and the other restaurant locations. * The change of send-back policy * improving the satisfaction of the kitchen staff |

|  |
| --- |
| **Benefits & Costs** |
| **Benefits:**   * Improve the costumer’s satisfaction by reducing table turn time and reduce negative satisfaction reviews. * Increase revenue by Increasing average appetizer sales and average check value * Improve the productivity by Increase daily guest counts   **Costs:**   * Money spent on:   + Training Materials and Fee’s - $10,000   + Hardware and Software Implementation - $30,000   + Maintenance (IT Fees through EOY) - $5000   + Updated Website and Menu Design Fee - $5000   + Other Customisation Fee’s - $550 * Time spent on training staff using new software |

|  |
| --- |
| **Appendix:** |
| * Drafting the project charter ([Sauce & Spoon Menu Tablets Project Proposal](https://www.coursera.org/learn/applying-project-management/resources/hHiP1), [Sauce & Spoon: Company OKRs](https://www.coursera.org/learn/applying-project-management/resources/fp3OX), [Meeting note: Clarifying Project Goals](https://www.coursera.org/learn/applying-project-management/resources/6jcbL)) * Alex and Gilly agree on the following three goal: Cut food waste by 25%, Reduce table turn time by 30 minutes, Increase daily guest counts by 10%. ([Email: Sales Goal Details](https://www.coursera.org/learn/applying-project-management/resources/FDWOh)) * Alex wanted a more aggressive increase, however Gilly pointed out that her location doesn’t generally experience much of an impact from app sales. So, I’m proposing a 15% overall average increase, with the North location targeted for a 10% increase and the Downtown location targeted for a 20% increase. ([Email: Sales Goal Details](https://www.coursera.org/learn/applying-project-management/resources/FDWOh)) * Gilly said that wait time also depended on how busy the restaurant was. So wait time is remove from our goal. ([Video Chat: Decrease Guest Wait Time](https://www.coursera.org/learn/applying-project-management/resources/eQdmF)) * Deanna expected average check goal is important. Deanna also concerned payroll and resourcing. So average check goal is added to the project goal, and adding ‘monitor the payroll and bandwidth of the BOH’ and ‘open up two-part time line cook roles. ([Email: Project Goals](https://www.coursera.org/learn/applying-project-management/resources/Ql8xv)) * Proposed by Gilly, the change of send-back policy is excluded from the scope of this project. ([Meeting: Scope Details](https://www.coursera.org/learn/applying-project-management/resources/oGvLo)) * Identify the money cost and are added in the benefit and cost section. ([Document: Tablet Cost](https://www.coursera.org/learn/applying-project-management/resources/DiTdO)) |