

Project Charter: [Pilot Plan for Table Roll Out]

DATE: [03/09/23]

| **Project Summary** |
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| Sauce and Spoon have an overall company goal of increasing product mix by 15% by selling more appetizers and specialty drinks. They also want to improve restaurant operations to meet demand by implementing a digital menu and Point-Of-Sale (POS) system that will be guest facing from quarter two. This system will offer a seamless ordering experience and provide the restaurant with a more effective ticketing system, and the pilot testing of this project will be in two of the restaurant’s location, Sauce and Spoon North and Sauce and Spoon Downtown at the bar area. |

| **Project Goals** |
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| ● Decrease average table turn time by approximately 30 minutes by the end of the second quarter (Q2), resulting in decreased customer wait time.  ● Increase average daily guests count by 10%.  ● Reduce food wastage by 25% by the end of Q2.  ● Reduce number of negative reviews.  ● Increase average check total to $75 by the end of Q2 by selling more appetizers and beverages, resulting in increased profits.  ● Increase appetizer sales in the North at 10% and in Downtown by 20% by the end of Q2  ● Provide clear data points to track metric  ● Decrease employee’s burnout and turn over.  ● Provide customers with a digital experience.  ● Increase daily guest counts by 10% by the end of Q2 |

| **Deliverables** |
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| ● Include add-ons and coupons to tablet package.  ● Configure host software with Point-Of-Sale software for the tablet.  ● Train staff on the new software system.  ● Install tablets in the bar area of the two restaurant’s location.  ● Hire more kitchen staff  ● Increase appetizers and specialty beverages |

| **Scope and Exclusion** |
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| **In-Scope:**  ● food waste reduction  ● hire more kitchen staff  ● revise the food waste goal to include metrics that better capture staff’s performance  **Out-of-Scope:**  ● Policy change on food wastage.  ● Improve satisfaction of kitchen staff. |

| **Benefits & Costs** |
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| **Benefits:**  ● Potential to speed service delivery.  ● Increase sales by an estimated percentage  ● The tablet rollout will provide restaurants with clear data points on customer ordering and an integrated point of sale system to help guide decision making in the future.  **Costs:**  ● Training fees and materials - $10,000  ● Hardware and software implementation across location - $30,000  ● Maintenance (IT fees through EOY) - $5,000  ● Updated website and menu design fees - $5,000.  Other customisation fee - $550 |

| **Appendix:** |
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| ● Reallocate payroll to hire more kitchen staff. Several ideas were discussed but the matter was not resolved.  ● Remove decreasing guest wait time as a separate goal. It was agreed to have it removed.  ● Policy change for food wastage. It was agreed to keep this separate from the projectt and bring it up during operation discussions.  ● Improving the satisfaction of the kitchen staff. Specific metrics are to be provided before it can be included as a goal. |