

Project Charter: Menu Tablets

DATE: March 2022

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| **Project Summary** |
| This project deals with rollout of menu tablets in restaurants. |

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| **Project Goals** |
| * Decrease average table turn time by about 30 minutes by the start of Q2 * Increase average daily guest counts by 10% * Reducing food waste by 25% by the end of Q2 * Train the staff on the new system * Tablets will integrate with existing POS system and host software * Increase average check value at least $75 * Increase appetizer sales by 15% average by the end of Q2 |

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| **Deliverables** |
| * Tablets installed in the bar area of two restaurant locations * A plan to train the staff on the new system * Clear data points to track metrics |

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| **Scope and Exclusion** |
| **In-Scope:**   * Food waste goal to include metrics   **Out-of-Scope:**   * Policy on order returns * Employee satisfaction |

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| **Benefits & Costs** |
| **Benefits:**   * Increase guests, Reduce wait-times, increase sales, Reduce food waste   **Costs:**   * Price of hardware, software, installation fees, training fees, maintainence, website costs * $50550 budgeted |

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| **Appendix:** |
| * Reallocate payroll to hire more kitchen staff * Policy Changes * Kitchen staff satisfaction |