**Email #1**

| From: Peta  To: Carter (Executive Chef)  Subject - Owner’s request to expand the pilot service to the dining section also.  Hi Cater,  Thanks for giving your valuable input in the meeting. As we are well aware that Omar (The Owner) wants to expand the tablet service to the dining section. Deanna (Director of Operation) also is in favor of this change.  As we discussed in the meeting, the benefits will not outweigh the risks as this change will be implemented. The majoe ares affected by this change will be:   * The project will go overbudget and fall behind the schedule. * It will affect the customer satisfaction metric as it create more difficulty to the back-house employees. * This rollout also create a mess in the back-house rooms and in-between employees as they are not have resources to upscale their kitchen to match the increasing demand. * It could also decrease the staff morale as they not meet the customers needs.   With this point in mind, I’d like to request your help to join me in convincing Omar and Deanna to stick with the original plan and limit the rollout to the bar section. As we both want this project successful and give benefits to both company and employees to reduce their workload and boost their morale. By limiting the scope, you are able to focus on back-house staffinf and resources more effectively and help me in completing this project more effectively.  Hope, you will join me convince the Omar and Deanna to please stick with the original plan. This will ultimately good for staff, resources and overall for the restaurant.  Thanks for your precious time  Peta (Project Manager) |
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**Email #2**

| From: Peta  To: Alex (General Manager, Downtown)  Subject - Owner’s request to expand the pilot service to the dining section also.  Hi Alex,  Thanks for giving your valuable input in the meeting. As we are well aware that Omar (The Owner) wants to expand the tablet service to the dining section. Deanna (director of Operation) is also in favor of this change.  As we discussed in the meeting, the benefits will not outweigh the risks as this change will be implemented. The majoe ares affected by this change will be:   * The project will go overbudget and fall behind the schedule. * It will affect the customer satisfaction metric as it create more difficulty to the back-house employees. * Issues may more difficult to fix as the affect the entire restaurant into a mess. * It could also decrease the staff morale as they not meet the customers needs.   With this point in mind, I’d like to request your help to join me in convincing Omar and Deanna to stick with the original plan and limit the rollout to the bar section. As we both want this project successful and give benefits to both customers and employees to reduce their workload and boost their morale. By sticking to the original scope, it also give some time to you for preparing the upcoming change and grow your legs deep into ground that build confidence to manage the operations and also help me to finish the project effectively.  Hope, you will join me convince the Omar and Deanna to please stick with the original plan. This will ultimately good for staff, customers and overall for the restaurant.  Thanks for your precious time  Peta (Project Manager) |
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