Project Charter: [Sauce & Spoon Project Proposal: Menu Tablets]

DATE: [22/02/23]

Project Summary

Rolling out a pilot tabletop menu tablets to assist customers with quick and easy ordering options in the bar of Sauce & Spoon North and Sauce & Spoon Downtown. The project should be able to improve customers experience receiving their orders more rapidly and assertively, increasing average of daily guests and reducing food waste.

Project Goals

- Reduce average table turn by 30 minutes by the end of quarter two, resulting in a decrease in customer wait time.
- Increase average daily guests by 10% by the end of quarter 2, resulting in increased profits.
- Increase average check total to $75 by selling more appetizers and beverages by the end of quarter 2, resulting in increased profits.
- Reduce waste of food by 25% by the end of quarter two, reducing number of incorrect orders.
- Reduce the number of negative customer reviews by TBD by the end of quarter two.
- Reduce burnout and turnover among employees.
- Improve customer experience reducing time taken to they receive their order to previous standard.

Deliverables

- Pilot test concluded and goal for food waste reduction settled
- Tablets integrated with host software
- Tablets integrated with POS software
- Tablets including add-ons
- Tablets including coupons
- Staff trained in the new software
- Tablets installed in the suggested area.

Scope and Exclusion

In-Scope:
- Implementing menu tablets on the bar section of two restaurants of the company: Sauce & Spoon North and Sauce & Spoon Downtown.
- Integrating tablets with host and POS software.
- Including add-ons and coupons on the tablet to facilitate sales of appetizers, entrees and beverages.
- Training staff in the new software.

Out-of-Scope:
- Implementing tablets in other restaurants or other sections of the restaurants stated within scope.
- Development of any kind of advertising out of tablet boundaries.
- Changing of any nature in company's policies.
- Goals regarding employees satisfaction.

Benefits & Costs

Benefits:
- Speeding up of ordering process and reducing delays in service, improving customers experience, what is aligned with the mission of the company of providing quick food and OKR of providing enjoyable dining experience in under an hour.
- Reduce food waste once the process of ordering should become more accurate.
- Turning tables more quickly, making possible receive more guests per day, and reducing guests waiting time, leading to increased profits.
- Improvements on sales of certain products, leading to an increased average check total, leading to increased profits.
- Acquire more accurate data regarding indicators of the company, sales of

products and waiting times, increasing company success likelihood.

Costs:
- Training material and fees: $10,000.
- Hardware and Software Implementation across locations: $30,000.
- Maintenance (IT fees through EOY): $5,000.
- Updated website and menu design fee: $5,000.
- Other customization fees: $550.

Appendix:

- There was different considerations about the goal of increasing appetizer sales, while Gilly believes the project will not impact considerably her sales of appetizers, Alex believes it will make a big difference and he can make an aggressive increase. Therefore an average was considered to an overall increasing, setting the goal to increase sales of appetizers by 15%.
- Reallocate payroll to hire more kitchen staff was contradictory among stakeholders, being Alex favourable to the decision whereas Gilly was against. Gilly is still deciding herself, so no decision was made until the conclusion of the project charter.
- There was misalignment about whether including or not changing in policies of the company to achieve a reduced waste of food during the presentation of the project charter. It was defined among stakeholder that the subject would be addressed separately of the project, staying any change of policy out of scope.
- There was misalignment about including a metric on the project specific to kitchen staff satisfaction, which was only lifted in the project charter presentation meeting. The Project Manager did not have enough guidelines to define clear metrics, however, it was agreed that as soon as these guidelines were provided and a strong sense of how to measure this satisfaction was reached, the metric could be included on the project.