

Project Charter: Menu Tablets

DATE: [Feb/07/2022]

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| Project Summary |
| Rolling out tabletop menu to assist customers with quick, and easy ordering options will be deployed in two location, Sauce & Spoon North and Sauce & Spoon Downtown.  The menu tablets rollout is expected giving a positive effect in reducing customer waiting for ordering and serving. This helps improves service, table turn time, increasing sales.  The project will be available to pilot at the beginning of quarter two. |

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| **Project Goals** |
| * Deploy tablet packages that include menu add-ons and coupons * Training Plan for staff * Promote product mix following company strategy * Reducing food waste by 25% * Increasing average daily guest counts by 10% * Increasing the Order appetizers before their entrees (+10% at the North restaurant, +20% at the Downtown restaurant, and average check value rising from $65 to $75 (about 15%)) * Complete for deployment at the end of first quarter including staff training for the tables rollout. Goal achievement is evaluate based on the number at end of quarter two. |

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| **Deliverables** |
| * The tablet package includes menu add-ons and coupons, source code, installation and user guide. * Details of tablet content including UX/UI design, blueprint, and proposals allow customer noting their custom request on food. * Training plan for staff including documents. * Clear data point to track metrics and visual dashboard as report and monitor. |

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| **Scope and Exclusion** |
| **In-Scope:**   * Rollout pilot in the bar of two locations, Sauce & Spoon North and Sauce & Spoon Downtown. * Pilot in whole quarter two.   **Out-of-Scope:**   * Deployment in other restaurants |

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| **Benefits & Costs** |
| **Benefits:**   * Improve service of the restaurant by offering new customer experience which help reducing customer waiting time. * Increasing sales by reducing food waste, promoting product mix, reducing table turn time. * Support digital transformation   **Costs:**   * Tablet packages and installation * Labor for software developing, integration, data collection, training for staff. |

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| **Appendix:** |
| * Consider to remove table turn time goal as a separate goal in this project. * Reallocate payroll to hire more kitchen staff * Different characteristics among restaurant, not ensure the same effect when reallocate in other restaurants. * Adjust goal by location is considered. |