

Project Charter: Menu Tablets Pilot

DATE: [09/29/21]

| **Project Summary** |
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| Sauce and Spoon aims to launch a pilot rollout of tabletop menu tablets at its North and Downtown locations, streamlining the ordering process and improving business throughput. |

| **Project Goals** |
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| * Improve customer satisfaction by reducing errors and wait time by April * Decrease employee burnout and turnover through TBD by third quarter * Deploy menu tablets in bar sections of North and Downtown locations by Q3 * Increase Sauce and Spoon product mix by introducing TBD new items by April * Increase average check total by $75 through upselling of appetizers and speciality drinks by the third quarter * Reallocate FOH payroll to kitchen staff by June |

| **Deliverables** |
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| * Select tablet package for hardware component of project * Write software to run menu tablets * Seamless integration of menu tablet software with existing POS * Train all staff in North and Downtown locations on menu tablets * Decrease average table turn time by 30 minutes and guest wait time by X% * Increase average daily guest count by 10% * Reduce incidence of comped orders by 25% * Increase overall appetizer sales by 15% (10% North, 20% Downtown) * Hire more cooks, bussers, and runners |

| **Scope and Exclusion** |
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| **In-Scope:**   * Tablet hardware, software, installation, and training * Menu additions and changes   **Out-of-Scope:**   * Restaurant policy change on food waste * Employee satisfaction metric |

| **Benefits & Costs** |
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| **Benefits:**   * Improvements in service and increase in customer satisfaction * Increased food sales revenue * Savings from decreased labor and food waste costs   **Costs:**   * Tablet installation ($30,000) and maintenance ($5,000 EOY) * Employee training and materials ($10,000) * Adjustment fees: website and menu ($5,000), other ($550) * Employees and/or customers failing to adapt to changes |

| **Appendix:** |
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| * Alex supports the appetizer sales goal while Gilly disagrees. Overall goal set with higher goal for Downtown location. * Deanna wants the separate guest wait time goal, while Alex and Gilly are ambivalent. Issue still unresolved as of time of writing. * Alex supports FOH payroll allocation, while Gilly is hesitant. Agreement reached on extension of goal timeline. * Gilly out of the loop on proposed policy change which seems to be accepted by the other major stakeholders. Everyone agreed it was out of project’s scope. |