Project Charter: Sauce & Spoon Menu Tablets Project

DATE: [06/17/25]

Project Summary

Sauce & Spoon plans to launch a pilot project to test the impact of installing new tabletop menu tablets at two of the five Sauce & Spoon locations. The new tablets will allow the restaurant to serve more guests in less time and will also provide valuable data that will help Sauce & Spoon meet business goals and success.

Project Goals

- Increase sale of appetizers by TBD% by EOY..
- Decrease average table turn time by approximately 30 minutes by EOY.
- Decrease checkout time by 10% on average in first six weeks after implementation.
- Increase average daily guest counts by 10% by EOY.
- Reduction in food waste and comps by 50% by EOY.
- Decrease labor costs by 5% by EOY.
- <5% technical issues reported in 6 months.
- 95% customer satisfaction during the pilot phase.

Deliverables

- Procurement and installation of tablets in the bar sections of Sauce & Spoon North and Downtown.
- Promote features for menu add-ons, coupons, and guest order/payment processing.

- A comprehensive staff training plan, including materials and sessions for management, FOH and BOH staff.
- Hire additional staff (expediter, BOH staff, IT support) as needed.
- Integrated with the existing POS and host software, tested to ensure seamless management of table usage, wait lists, pricing, and orders.
- Wiring, Electrical, and WiFi systems upgrades.
- Purchase of additional operational supplies as necessary.
- Promotion of tablet menu pilot using table signs and email blasts.
- Implementation of a post-dining survey to assess customer satisfaction.

Scope and Exclusion

In-Scope:
- Tabletop menu tablet system implementation
- Additional staff hiring
- Purchase of operational supplies
- Upgrades to wiring, electrical and WiFi systems
- Marketing promotion
- Post-dining survey implementation

Out-of-Scope:
- Policy change for food returns
- BOH staff satisfaction improvement

Benefits & Costs

Benefits:
- Lower amount food waste
- Improve service time, bringing happier customers
- Improve correct order rate, bringing happier customers
- Reduced staff burnout and high employee turnover (50% FOH reduction)
- Increased revenue and profit margins

Costs:
- Training materials 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

Budget:
- $50,550

Appendix:

Misalignements and Decisions:
- Misalignment: Team agreed that a policy change to order returns is a part of the project charter and is necessary if using tablets
  - Decision: Policy changes are not tied to this project and need further discussion as an operations item. These changes will be handled outside of the project.
- Misalignment: Policy changes for order returns and meal replacements (comps) should be part of the project charter.
  - Decision: Policy changes will be handled outside of the project.
- Misalignment: There should be a goal for improving kitchen staff satisfaction.
  - Decision: Until there is an agreed upon way to measure, it will not be included.
- Misalignment: Food waste is primary need to look at the return policy.
  - Decision: Waste is part of the issue but poor kitchen staff performance during busy times along with returns. Goal will be adjusted to better capture kitchen staff performance.