



Project Charter: Menu Tablet Project

DATE: 28/03/2022

Project Summary

This project aims to deploy self-service tabletop menu tablets at all Sauce & Spoon outlets to reduce customer waiting time and increase revenue.

Project Goals

- launch a pilot rollout of tabletop menu tablets at 2 restaurant locations. Focus Pilot launch on bar areas by June.
- Increase product mix (appetizer sales by an average 15%) by June
- Train staff on how to use and manage new devices and software by June
- System software integration for Point-of-sales and table turn tablet
- Cut food waste by 25% by end of second quarter
- Higher 2 part-time kitchen staff
- Reduce table turn time by 30 minutes by June
- Increase daily guest count by 10% by June
- Increase average check total by 13%

Deliverables

- Acquire and configure tablets for the two locations
- Hire kitchen staff
- Increased appetizers

- Train staff on system use
- Increased daily guest count
- Reduced table turn time
- Reduced food wastage
- Integrate systems software

Scope and Exclusion

In-Scope:

- pilot rollout of tabletop menu tablets at 2 restaurant locations
- Cut food waste
- Higher part-time kitchen staff
- Reduce table turn time
- Increase daily guest count
- Train staff

Out-of-Scope:

- proposition on adding return policies to the launch
- proposition on improving the satisfaction of kitchen staff
- reallocating payroll

Benefits & Costs

Benefits:

- speed up service and other delivery processes.
- turntables more quickly and serve more guests.
- give clear data points to track metrics so that we can help ensure the restaurant's success.
- keep up with the growing digital presence in the restaurant industry, allowing us to provide customers with a familiar digital experience.

Costs:

- Training materials and fees -----> \$10,000
- Hardware & Software Implementation across locations -----> \$30,000
- Maintenance (IT fees through EOY) -----> \$5,000
- Updated website and menu design fee -----> \$5,000
- Other customization fees -----> \$500

TOTAL

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\$50550

Appendix:

- Goal misalignment with Deanna on decreased guest wait time
- Intending out of scope proposition on adding return policies to the launch
- Intending out of scope proposition on improving the satisfaction of kitchen staff
- No defined goal for Installing tablet packages that include menu add-ons and coupons