

Project Charter: Sauce & Spoon Menu Tablets

DATE: 18 May 2022

| **Project Summary** |
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| The project aims to launch a pilot rollout of tabletop, guest-facing menu tablets at two restaurant locations, North and Downtown, to support the Sauce & Spoon’s annual and growth expansion goals. As a pilot project, it will test the impact of the menu tablets in being able to serve more guests efficiently and to provide valuable data to help Sauce & Spoon meet its business goals. The project is intended to begin by April. |

| **Project Goals** |
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| * Install fully functioning table-top tablets that are integrated with current systems installed by the bar area in both North and Downtown locations by the start of quarter two (April) * Increase average check total to at least $75 in all locations by encouraging customers to order more appetizers, by selling more specialty drinks, and by promoting certain entrees through the tablet by the end of Q2 (June) resulting in increased profits * Increase appetizer sales by 15% overall with 10% increase for the North location and 20% for the Downtown location by further promoting appetizer entrees. * Decrease average table turn time by 30 minutes by the end of the second quarter (June) resulting in decreased customer wait time * Increase average daily guest counts by 10% through proper use of the tabletop tablets * Reduce food waste by 25% through more accurate and efficient communication of customer’s preferences directly from them to the kitchen * Fully trained staff by April through in-person training with proper training materials by April * Decrease employee burnout and turnover by **TBD** through proper customer use of the tabletop tablets |

| **Deliverables** |
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| * Fully functional tabletop menu tablets installed by the bar in both North and Downtown locations by April. * Tabletop menu tablets that are compatible with existing systems, can track table turn time and ordering trends, and with menu add-ons, coupons, and the feature to communicate specific requests to the kitchen * Training plan for staff regarding the table top menu tablets. * Tabletop menu tablets that are compatible and fully integrated with existing systems * Tablets that have menu add-ons * Estimates for reducing food waste from comped meals * Clear data points to track metrics |

| **Scope and Exclusion** |
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| **In-Scope:**   * Tablet configuration and integration with current systems, tablet system training, staff training and support * Measure project goals through end of June   **Out-of-Scope:**   * Custom tablet software, tablet support and maintenance * Policy change regarding order returns dues to customer error |

| **Benefits & Costs** |
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| **Benefits:**   * Increase of average daily guests through reduction of table turn time for customers because of the ability to pay their own checks without waiting for a server. This generally means a faster dining experience as well. * Increase in average check total due to the potential of customers ordering more menu items promoted on the tablet. * Encourage customers to order more items from the menu through the suggestions of certain entrees. * Reduction of food waste through less occurrences of errors when orders reach the kitchen.   **Costs:**   * Price of tablets, installation materials and fees, training materials, and time spent on training * Current estimated total cost - USD 50,550   + Training materials and fees - USD 10,000   + Hardware and Software Implementation across locations - USD 30,000   + Maintenance (IT fees through EOY) - USD 5,000   + Updated website and menu design fee - USD 5,000   + Other customization fees - USD 550 |

| **Appendix:** |
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| * Regarding the allocation of payroll to hire more kitchen staff, the current agreement is to monitor payroll and bandwidth of BOH, open up two part time line cook roles as a way to ensure that the kitchen has appropriate resources. Additionally, the impact of the tablets to table turn time and changes in revenue shall be reviewed until the end of June to determine if more kitchen staff is required. * Removed goal regarding decreasing guest wait time due to redundancy with table turn time goal. * Agreement and understanding was reached regarding food waste due to customer error will be discussed separately as part of operations. The goal regarding food waste reduction takes into consideration kitchen staff’s performance. * A goal to improve employee’s satisfaction can be considered as part of the project’s goals subject to further discussion. Specific metrics for employee satisfaction shall be proposed by the Executive Chef during discussion. |