



Project Charter: Menu Tablets Project

DATE: 03/18/24

Project Summary

This project will Implement new digital tabletop menus at the bar for guests to use at the North and Downtown locations at Sauce & Spoon to reduce customer wait time and in return increase revenue.

Project Goals

- Launch a pilot rollout of tabletop menu tablets at 2 restaurant locations by end of June
- Increase average check total by 13%
- Train staff on how to use and manage new tablet software by June
- Increase product mix on appetizer sales by an average of 15% by June
- Reducing food waste by 25% by end of Q2
- Reduce table turn time by 30 minutes
- Increase daily guest counts by 10% by June

Deliverables

- Acquire and configure tablets for the North and Downtown locations
- Increase appetizer sales
- Hire kitchen staff
- Train staff on new system
- Integrate system software
- Reduce food waste
- Reduce table turn time
- Promote the new tablet menus with table signs and email blasts.
- Implement post dining survey to assess customer satisfaction

Scope and Exclusion

In-Scope:

- Pilot rollout of tabletop menu tablets at the 2 designated restaurant locations
- Reducing food waste
- Reduce table turn time
- Increase daily guest count
- Training staff

Out-of-Scope:

- Reallocating payroll
- Proposition on adding return policies
- Proposition on improving satisfaction of kitchen staff

Benefits & Costs**Benefits:**

- Speed up service delivery
- Decrease turntable rate
- Clear data points and tracking methods

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**\$50,550****Appendix:**

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