

Project Charter: [Project Sauce and Spoon]

DATE: [07/26/22]

| **Project Summary** |
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| Our plan is to roll out tabletop menu tablets to assist customers with quick, easy ordering options |

| **Project Goals** |
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| * Decrease our average table turn time by about 30 minutes at the end of Q2, resulting in decreased customer wait time * Reducing food waste by 25% by using tablets to get accurate customer orders two months after launch * Reduce the number of negative customer reviews at the end of Q2 * Raise the average check total by $10 at the end of Q2 by selling more appetizers and beverages by the end of Q2, resulting in increased profits * Increasing our average daily guest counts by 10% at the end of Q2 |

| **Deliverables** |
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| * Launch a pilot rollout of tabletop menu tablets at two of our restaurant locations at the start of Q2 * Guests can place their orders on the tablets as soon as they arrive at the restaurant * Successfully upselling appetizers or promoting certain entrees with use of coupons * Guests can pay their own checks without having to wait for a server * Communicate specific guest requests to the kitchen more directly * Integrate with our existing POS system and host software * Tablets provide clear data points to track metrics * encouraging customers to order more appetizers * Integrate with our existing POS system and host software * Train the staff on the new system |

| **Scope and Exclusion** |
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| **In-Scope:**   * Increase customer retention and satisfaction by getting more accurate orders and reducing wait times * Increasing product mix by introducing new appetizers and beverages   **Out-of-Scope:**   * Policy change concerning order returns * Improving the satisfaction of the kitchen staff |

| **Benefits & Costs** |
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| **Benefits:**   * Potential to speed up service and increase sales * Provide the restaurant with clear data points on customer ordering and an integrated point-of-sale system to help guide decision-making in the future * Improves customer retention and satisfaction   **Costs:**   * Hardware and software implementation * Customization fees * Training materials and fees * Maintenance and web design fees   **Budget:**   * $50,550 |

| **Appendix:** |
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| * Alex emphasized the need for hiring more kitchen staff to be able to reach the goal of decreasing table turn time by reallocating payroll for FOH. I was a little hesitant to add that to the charter on the grounds of not enough data to account for this hypothesis and it was decided to have a better metric before we can implement this change * The team decided against the goal of guest wait times in favor of the table turn time goal, which is more specific. * Based on feedback, we( Alex, Gilly) kept the goal to increase appetizer sales at both restaurants by 15% as this will support the company-wide goal of increasing product mix. * The stakeholders are not aligned on including changing policy as part of the project and decided to revise it as part of the operations and not the project |