

Project Charter: Menu Tablets

DATE: [21/09/2022]

| **Project Summary** |
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| Pilot our new menu tablets at two locations North, and Downtown. We are hoping to enable our guests to be seated and order as quickly as possible increasing our customer intake volumes and reducing our wait times while also increasing order accuracy which should cut down our food waste. |

| **Project Goals-By end of Q2** |
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| * Decrease Table Turn Time by 30 minutes reducing wait time and increasing average guest throughput by 10% * Decrease meal compensations due to miscommunication and reducing food waste by 25% also increasing customer satisfaction * Digitize the ordering and payment processes and ensure adequate staffing and training allotment * Raise the average check total from 65$ to 75$ through drink and appetizer suggestions and coupon deals * Increase the number of appetizers ordered by 15% overall for both locations * Ensure both back of house and front are trained to standard benchmarks on new technology increasing their productivity and integration |

| **Deliverables** |
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| * Increase the number of appetizers ordered 15% average overall, with 10% increase in our Northern branch and 20% increase downtown * Decrease the average table turn time by 30 minutes * Increase the average check total to 75$ through increased appetizer and drink purchases * Increase our average daily guest count by 10% * Implement staff training plan and quality standards with measurement metrics * Reduce food waste by 25% and customer compensations for misscomunicated orders |

| **Scope and Exclusion** |
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| **In-Scope:**   * Staff training * Equipment and training purchases, system integration * Increasing average daily guest count * Raising check total * Employee retention * Decreasing table turn time   **Out-of-Scope:**   * Policy Change |

| **Benefits & Costs** |
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| **Benefits:**   * Reducing waste * Increased profits * Increasing customer satisfaction * Increased guest throughput * New automated measurement metrics through tablet data storage   **Costs:**  $10,000 Training materials and fees  $30,000 Hardware and software implementation across locations  $5,000 Maintenance(IT fees through EOY)  $5,000 Updated website and menu design fee  $550 Other Customization fees |

| **Appendix:** |
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| * We will not undertake any policy changes at this time, implement, observe, and reflect. After the implementation phase has been completed, we will discuss it in the retrospective * Ensure we maintain our employee satisfaction through implementing new systems through adequate time and training, be prepared to hire more line cook staff if required due to increased demand. * We will also need to hire more bussers and runners * Pilot begins in April, ends in June-our least busy months to implement a new system and gain insight, make any necessary adjustments * Our Downtown location is likely to gain increased appetizer and drink sales by 20% while our Northern location has an estimated increase of 10% averaging out to 15% for both |