Project Charter: Sauce & Spoon Project: Menu Tablets

DATE: [29/07/22]

Project Summary

Sauce & Spoon would like to launch a pilot rollout of tabletop menu tablets at two of our restaurant's locations, Sauce & Spoon North and Sauce & Spoon Downtown. That way, guests can place their orders on the tablets as soon as they arrive at the restaurant, rather than waiting for a server to attend to them, which has been an issue in the past.

Project Goals

- Rolling out tabletop menu tablets to assist customers with quick, easy ordering options which result in creating a more effective ticketing system by accurately tracking meal modifications through the tabletop menu tablet and cutting food waste by 25%.
- Increase average check from $65 to at least $75 in Q2 by increasing the product mix by promoting specific items (appetizers) as an add-on.
- Increasing our average daily guest counts by 10% by decreasing our average table turn time by about 30 minutes.
- Create a succinct and efficient training strategy for the new tabletop menu tablet system and teach all staff, using end-of-training surveys to assess training material improvements.
- Monitor payroll and bandwidth through the trial program to ensure restaurants have adequate resourcing.
- Before beginning the pilot program in Q2, ensure that the connection with the

existing host and POS system is flawless.

Deliverables

- Installation of tabletop menu tablets at the Sauce & Spoon North and Downtown location in the bar section
- Plan for training the staff on the new technology
- Integration with the current POS
- The ability to track meal modifications customers make

Scope and Exclusion

In-Scope:
- Creating training material for the new technology.
- Integration with the existing POS and software system.
- Track customer's modifications to the meals.
- Installation of tabletop menu tablets in North and Downtown branches.

Out-of-Scope:
- Food return policy changes.
- Measuring metrics for kitchen staff satisfaction.

Benefits & Costs

Benefits:
- Meet annual growth and expansion goals.
- Improve customer satisfaction and retention.
- Human-error reduction.

Costs:
- Training materials and fees - $10,000
- Hardware and Software Implementation across locations - $30,000
- Maintenance (IT fees through EOY) - $5,000
- Updated website and menu design fee - $5,000
- Other customization fees - $550

Appendix:

- The goal of decreasing table turn time by 30 minutes should naturally reduce guest wait time, as well as increase daily guest counts.
    - **Proof:** how decreased table turn time relates to a decrease in guest wait time.
- Payroll reallocation conflict:
    - Deanna (Director of Operations): includes a plan to help the kitchen ensure they have appropriate resourcing. Suggests opening up two part-time line cook roles.
    - Alex (General Manager - Downtown) wants to hire more kitchen staff.
    - Gilly (General Manager - North) does not want to give up front-of-house staff.
- Goals Updates:
    - Cut food waste by 25%
    - Raise average check total from $65 to at least $75 (Deanna - Director of Operations)
    - Ensure kitchen has appropriate staffing (Deanna - Director of Operations & Alex - General Manager Downtown)
    - 15% average increase in apps.
- Include a goal around improving the satisfaction of the kitchen staff.
- The food return policy change will be deferred from this project and discussed in a different context.