

Project Charter: Sauce & Spoon Tablet Rollout

DATE: 09/08/2024

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| **Project Summary** |
| Sauce & Spoon aims to enhance guest service and operational efficiency by piloting new tabletop menu tablets in two restaurant locations. The tablets will streamline service and provide valuable data to support the company's growth and expansion objectives |

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| **Project Goals** |
| * Successfully install and deploy tabletop menu tablets at two restaurant locations. * Improve guest service speed and satisfaction. * Collect data on tablet usage and impact on restaurant operations. * Evaluate the pilot project's effectiveness in supporting Sauce & Spoon's growth targets. * Obtain stakeholder feedback on tablet performance and user experience. |

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| **Deliverables** |
| * Project charter document. * Installation of tabletop menu tablets in two locations. * Data collection system for tablet usage. * Feedback survey for restaurant staff and guests. * Performance evaluation report of the tablet pilot. * Training materials for restaurant staff. * Pilot project review meeting with stakeholders. * Final report on pilot project outcomes and recommendations |

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| **Scope and Exclusion** |
| **In-Scope:**  Tablet implementation, hiring additional staff, purchase of operational supplies, upgrade wiring and Wi-Fi system, marketing promotion, post-dining survey implementation  **Out-of-Scope:**  Order returns policy changes, improving kitchen staff satisfaction |

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| **Benefits & Costs** |
| **Benefits**   1. Improve service times, leading to happier customers 2. Improve rate of correct orders, leading to happier customers 3. Serve more guests, increase total revenue 4. Reduce food waste   **Costs:**   * Training materials and fees ($10,000) * Hardware and software implementation ($30,000 * IT fees/Maintenance ($5,000) * Updated website and menu design ($5,000) * Customization ($550)   **Budget needed:**  $50,550 |

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| **Appendix:** |
| **Misalignments and Decisions:**   * Misalignment: The team has agreed that a policy change to order returns is an inherent aspect of the project charter and necessary if tablets will be used   + Decision: Policy changes are not necessarily tied to this project and in need of further discussion as an operations item. Changes on order returns will be handled outside of tablet project rollout. * Misalignment: Policy adjustments on order returns and meal replacements should be part of the project charter.   + Decision: Policy changes on order returns will be handled outside of tablet project rollout. * Misalignment: There should be a goal in the project charter for improving satisfaction of kitchen staff   + Decision: Will not be included until there is an agreed upon way to measure it * Misalignment: Food waste is the main reason for a need to look at food return policy   Decision: Food waste is part of the issue, but also kitchen staff performs poorly against busy times coupled with food returns. The food waste goal will be adjusted to better capture kitchen staff’s performance |