**Sauce & Spoon Pilot Launch of Tabletop Menu Tablets**

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**I. Introduction**

I recently completed the Google Project Management Professional Certification and am excited to share my capstone project. I took on the role of Peta, a newly hired Project Manager at Sauce & Spoon, overseeing the pilot launch of tabletop menu tablets in two restaurant locations. This project provided a fantastic opportunity to demonstrate the skills and methodologies I gained throughout my project management training.

**II. Project Overview**

Sauce & Spoon, a small restaurant chain, aimed to improve efficiency and customer service as part of its growth strategy by introducing tabletop menu tablets. These tablets would allow guests to place orders directly, reducing wait times and providing valuable data to help the restaurant meet its business goals.

**III. Project Initiation**

As the first in-house project manager, my primary responsibility was overseeing the tablet rollout. I began by developing the project charter and evaluating key stakeholders. This included meeting with restaurant management and staff to assess their needs and expectations for the project.

**IV. Stakeholder Analysis**

The stakeholders had varying perspectives on the tablet rollout. Omar, the owner, initially wanted to expand the scope to all dining sections, but the project was confined to the bar area for the pilot. Through stakeholder negotiations, I worked closely with Deanna, the Director of Operations, and others to ensure a smooth implementation within the project's scope.

**V. Project Planning**

In the planning phase, I identified key tasks and milestones to ensure the project remained on track. I drew inspiration from past projects and industry research to improve the tablet rollout. Collaborating with team members like Seydou (Technical Consultant) and Gilly (General Manager), I developed a comprehensive project plan covering everything from staff training to technical support.

**VI. Project Execution**

The tablet launch was carefully executed with the focus on meeting quality standards and ensuring staff were well-trained. After the launch, customer satisfaction surveys were distributed, and feedback was collected to assess the pilot’s success.

**VII. Project Closing**

After analyzing survey data and holding retrospective meetings, the project team completed the tablet rollout at both locations. The test launch resulted in improvements, such as reduced wait times and increased customer satisfaction. A detailed impact report was presented to senior stakeholders, including Omar and potential investors.

**VIII. Key Achievements**

Throughout the course of the project, I successfully accomplished the following:

* **Project Analysis**: I thoroughly analyzed project documents and supporting materials to understand the project’s requirements, evaluated stakeholders, and devised problem-solving strategies.
* **Project Charter**: I completed the project charter, aligning the project scope and goals among all key stakeholders.
* **SMART Goals**: I added specificity to project goals by making them SMART (Specific, Measurable, Achievable, Relevant, and Time-bound), enhancing focus and clarity.
* **Negotiation Skills**: I applied practical negotiation skills, working with stakeholders to prioritize and balance project goals within the available scope and resources.
* **Project Planning**: By examining project documentation, conducting online research, and analyzing conversations, I identified tasks and milestones, building a comprehensive and detailed project plan.
* **Time Estimation & Communication**: I demonstrated effective communication techniques, making accurate time estimates for project tasks based on historical data and team input.
* **Quality Management**: I defined quality standards for the project, regularly evaluating progress against these standards to ensure the final deliverables met the required level of quality.
* **Survey & Data Analysis**: I created evaluation questions based on customer survey results and learned how to present and share qualitative data effectively with stakeholders.
* **Retrospective Techniques**: I facilitated a productive retrospective meeting with the team, encouraging participation, accountability, and fostering a positive atmosphere for continuous improvement.
* **Stakeholder Communication**: I developed strategies for communicating and escalating project problems to stakeholders, demonstrating project impact through structured and effective reporting.

**IX. Project Artifacts**

Throughout the project, I created and managed several key project management documents:

1. [Project Charter](https://docs.google.com/document/d/1QqIBNeJWbs1xKJAcNqGXfHI-06yzjXYf/edit?usp=drive_link&ouid=105416312339710749855&rtpof=true&sd=true)
2. [Coalition Email](https://docs.google.com/document/d/1z4FEs56e2GAiEPdAdhiwfN3incG6t0-b/edit?usp=drive_link&ouid=105416312339710749855&rtpof=true&sd=true)
3. [Stakeholder Analysis](https://docs.google.com/presentation/d/1dWX8nNewlj3XcHZF8QsrdvCJQq1UgUZm/edit?usp=drive_link&ouid=105416312339710749855&rtpof=true&sd=true) ([Roles Representative](https://docs.google.com/document/d/1p2E_AByi3Z4cmj3t-2WngpGfk0eLcd-I/edit?usp=drive_link&ouid=105416312339710749855&rtpof=true&sd=true), [An organizational chart](https://drive.google.com/file/d/1pVAnUMq9PXS4awsUVuCEThK1_vXJ0s9s/view?usp=drive_link))
4. [Project Plan](https://docs.google.com/spreadsheets/d/132xGgUscwXX3828eydTRUioYyCRBK6Sh/edit?usp=drive_link&ouid=105416312339710749855&rtpof=true&sd=true)
5. [Quality Standards](https://docs.google.com/spreadsheets/d/1u_3lS884DW0PdZzh8OT_MMNGHHdxtBf6/edit?usp=drive_link&ouid=105416312339710749855&rtpof=true&sd=true)
6. [Survey Questions](https://docs.google.com/spreadsheets/d/1FiDreOTtKS-QRvO7WDKihUSAbHMtQnt0/edit?usp=drive_link&ouid=105416312339710749855&rtpof=true&sd=true)
7. [Survey Results](https://docs.google.com/document/d/1_lh4lSHxC4AhGmrqSysq4eFSxz06rw4Q/edit?usp=drive_link&ouid=105416312339710749855&rtpof=true&sd=true)
8. [Test Launch Findings](https://docs.google.com/presentation/d/1Z7u1biG_pD4C3YYArgWisReeIgRE4C7E/edit?usp=drive_link&ouid=105416312339710749855&rtpof=true&sd=true)
9. [Retrospective Review](https://docs.google.com/spreadsheets/d/1DfEs9QT8H01QxkgaIcx5KiDtTv0c7O7w/edit?usp=drive_link&ouid=105416312339710749855&rtpof=true&sd=true)
10. [Impact Report](https://docs.google.com/presentation/d/1HXRtTsOrWoOYf8DXOGCG7nFGKrf9Kznw/edit?usp=drive_link&ouid=105416312339710749855&rtpof=true&sd=true)
11. [Personal-Closing-Report](https://docs.google.com/document/d/1cS8CwNA3brh6LvsYgxjpKtdouJo3Lp1c/edit?usp=drive_link&ouid=105416312339710749855&rtpof=true&sd=true)

**X. Personal Closing Report**

Upon completing the Google Project Management Certificate, I reflected on my accomplishments and the valuable lessons learned. This project taught me how to effectively manage stakeholders, execute project plans, and navigate challenges. The Sauce & Spoon project provided the perfect platform to apply my project management skills in a real-world context.