

Project Charter: [Menu Tablets]

DATE: [01/17/2024]

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| **Project Summary** |
| Sauce and Spoon will pilot the desktop menu tablet in the bar areas of two locations in the North and downtown. The pilot locations were selected based on the number of guests and the size of the staff. The pilot program will begin in the second quarter and performance reviews will continue until the end of June. |

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| **Project Goals** |
| * Increase appetizer/drink sales by 15% overall (North: 10%; Downtown: 20%) * Increase average check total from $65 to $75 * Decrease table turn time by 30 minutes * Increase daily guest counts by 10% * Cut food waste by 25% |

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| **Deliverables** |
| * Tablets installed in bar area of two different restaurant locations (as pilot) * Menu design * Training program for staff * Clear data points from tablets - table turn time, ordering trends |

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| **Scope and Exclusion** |
| **In-Scope:**   * Table turn time * Average check total * Reduction of negative reviews * Food waste reduction   **Out-of-Scope:**   * Policy change on returned food |

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| **Benefits & Costs** |
| **Benefits:**   * Clear data points on customer ordering along with integrated POS system for future business decisions * Potential for increased profit based on increased appetizer/drink sales, increased check totals, increased daily guest counts * Enhanced guest experience (reduced table turn time, ease of ordering, reduced wait time) and reduction in number of negative reviews   **Costs:**   * Training materials and fees - $8,000 * Hardware and software implementation - $20,000 * Maintenance (IT fees through end of year) - $4,000 * Other customization fees - $550 |

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| **Appendix:** |
| * Added goal - increasing average check total (based on email from Deanna). Resolved. * Discussion from Alex and Deanna about reallocating payroll to BOH so kitchen staff can meet higher demand. Unresolved - no decision yet. * Policy on returned food - discussion between Carter, Alex, and Gilly - needs to be operations discussion separate from project. No decision. Unresolved. * Carter wants to include employee satisfaction as a metric. Next step - Carter will send specific metrics. Unresolved. |