Project Charter for Submission

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**Project Name:** Sauce & Spoon Tabletop Menu Tablet Pilot  
**Date:** July 6, 2025

**Project Summary (1–3 sentences)**

Sauce & Spoon will pilot tabletop menu tablets in the bar areas of two restaurant locations to improve table turn time, enhance customer experience, and gather data for operational decision-making. The pilot will help determine if a full rollout to all locations will support the company’s growth and efficiency goals.

**Draft Project Goals (4–8 goals)**

1. Decrease table turn time by 30 minutes to serve more customers.
2. Improve customer ordering accuracy and reduce wait times.
3. Increase product mix and upsell opportunities through digital menu features.
4. Create a project charter to guide the pilot and stakeholder alignment.
5. Reduce employee burnout and turnover by decreasing repetitive tasks.
6. Reduce the number of negative customer reviews related to wait times.
7. Gather data to inform decisions about expanding the tablet rollout chain-wide.

**Draft Project Deliverables (5–9 deliverables)**

1. Tablets installed in the bar areas of two restaurant locations.
2. A vendor contract finalized for hardware and software procurement.
3. A training plan and materials for staff on using the new system.
4. A clear set of data points and metrics to track pilot outcomes.
5. Configuration and testing of tablets for seamless ordering and payment.
6. Stakeholder alignment on success criteria for pilot evaluation.
7. Customer feedback collection mechanisms during the pilot.
8. Post-pilot analysis report with recommendations for full rollout.