



Project Charter: Menu Tablets

DATE: 4/2/2023

Project Summary

Pilot a tabletop tablet menu system in the bar area of 2 locations. (North and Downtown) Launch start of Q2 and measure results through June 30th.

Project Goals

- Cut Food Waste through accurate order processing by 25% by June 30th
- Reduce Table Turns through more efficient ordering by 30 Minutes by June 30th
- Increase daily guest counts through increased table turns by 10% by June 30th
- Increase appetizer sales by 15% through tablet menu selections and coupons by June 30th
- Increase check average to \$75 through increased Appetizer and Drink sales by June 30th
- Decrease employee Burnout through training and tablet ordering efficiencies by June 30th
- Improve Customer Satisfaction and Retention by improved food quality, order accuracy and employee morale by June 30th

Deliverables

- Develop a plan to train the staff on the new system and ensure all are proficient prior to the April 1st launch
- Install Tablets by April 1st
- Integrate Tablet OS with Restaurant POS / Systems by April 1st

- Design Website / Menu by April 1st

Scope and Exclusion

In-Scope:

- Tablet Installation, Menu Creation, Training protocols

Out-of-Scope:

- Policy Change on Returns / Refunds
- Employee Satisfaction Metrics

Benefits & Costs

Benefits:

- Speed Service and other in-house processes
- Turn more tables and serve more guests
- Provide clear data points to track metrics
- Allow Sauce & Spoon to advance with the industry

Costs:

- Terrific Tablets for Menu Pilot – Hardware, Training, Installation, Maintenance, Website and Menu Design and Other Fees

Budget Needed:

- \$50,550

Appendix:

Open Items

- Reallocation of payroll from front of house to kitchen staff – On Hold and Monitoring (Unresolved)
- Employee Satisfaction – Important, but being measured separate from this pilot (Resolved)
- Decreased customer wait time – this will be tracked based on table turns, but not separately (Resolved)
- Increase Appetizer Sales – Aligned on an amicable goal of 10% (Resolved)