

Project Charter: Menu Tablets

DATE: 4/2/2023

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| **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. |

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| **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 though 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 |

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| **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 |

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| **Scope and Exclusion** |
| **In-Scope:**   * Tablet Installation, Menu Creation, Training protocols   **Out-of-Scope:**   * Policy Change on Returns / Refunds * Employee Satisfaction Metrics |

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| **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 |
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| **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) |
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