

Email Coalition_ Leonor Duarte

Email 1

From: Peta
To: Carter (Executive Chef)
Subj: Follow up on the expansion of the tablet rollout

Hi Carter, I hope this email finds you well. I am extending my sincerest appreciation for your presence and invaluable contributions during yesterday's meeting. Your insights on the issues that could occur concerning the expansion of the tabletop tablet roll-out requested by Deanna and Omar were very much appreciated and I too share the same concerns as you.

Considering the above concerns, I would like your help in persuading Omar and Deanna to stick to the original plan of expanding in the bar area only. I strongly believe that your deep understanding of the subject matter and your ability to articulate key points with clarity and precision will greatly help me in convincing them to stick to the original plan.

Once again, please do not hesitate to reach out if there is anything I can assist you with or if you have any further thoughts or suggestions regarding the expansion plans. Your input is highly valued and appreciated.

Thank you once again, Carter.

Best regards,

Peta (Leonor Duarte)
Project Manager

Email 2

To: Alex Schmidt

Subject: Meeting Follow-Up: Roll-out Tablet Expansion

Hi Alex,

Hope you're doing well. It was good seeing you and getting your great input regarding Omar and Deanna's request to expand the scope of the tablet menu project from bar areas to the entire restaurant. I appreciate you sharing your honest thoughts on the risks involved with an expanded rollout of the project. I agree with your concerns about maintaining staff morale and how an expansion may adversely affect our two main goals:

- 1.) Decrease staff burnout
- 2.) Improve customer satisfaction.

Omar and Deanna requested that we expand the rollout beyond the original plan, which was limited to the bar areas.

However, I believe there are at least two key reasons why expanding the rollout at this stage may be unwise:

- 1 Resource constraints - Our team is already stretched thin, and a larger rollout would require significant additional staffing, training, and operational support that we simply do not have the capacity to provide right now.
- 2 Potential impact on customer experience - As you pointed out, even a small issue during a rapid expansion could be very difficult to recover from. We need to prioritize delivering a consistently high-quality experience, which a more measured approach would allow.

Given these factors, I would like to request your help in convincing Omar and Deanna to stick with the original plan and limit the rollout to the bar area for now. I believe a smaller, targeted pilot project would be the best way forward

Your support and expertise would be invaluable in ensuring a smooth process and positive outcomes. Furthermore, I'm confident your buy-in and insight would provide Omar with the reassurance he needs to support the more limited rollout.

Please let me know if you're open to this approach. I'm happy to discuss the details further and work closely with you to develop a plan that addresses your concerns and those of our key stakeholders. Your support could make all the difference in the success of this initiative. Thanks for your consideration.

Best regards,

Peta Tsosie (Leonor Duarte)

Project Manager