



## Project Charter: Sauce & Spoon Tabletop Menu Tablets

DATE: [04/11/2024] Leonor Duarte

---

### Project Summary

Sauce & Spoon is a small restaurant chain that wants to meet its annual growth and expansion goals by rolling out tabletop menu tablets to assist customers with quick, easy ordering options at two of our restaurant locations, Sauce & Spoon North and Sauce & Spoon Downtown.

### Project Goals

- To increase our product mix by upselling appetizers by a 15% average increase overall, with the North location targeted for a 10% increase and the Downtown location targeted for a 20% increase.
- To reduce average table turn times by 30 minutes from 95 minutes for most sections, and 80 minutes at the bar.
- Each table should be able to serve at least 4 parties at least.
- Cut food waste by 25%
- Develop a concise and efficient training plan for the new tabletop menu tablet system and train 100% of employees.
- Increasing our average daily guest count by 10%.
- Increase average check value from \$65 to \$75 throughout Q2.

### Deliverables

- Roll out the pilot in the bar at the beginning of Q2.

- Install tabletop menu tablets at Sauce & Spoon North location and Downtown to assist customers by Q2.
- Configure the tablets properly to work with their current POS system by Q2.
- Updated training material for the ease of use of tablets.
- Provide clear data points to track metrics easily.
- Train all the staff on the new system.

## Scope and Exclusion

### In-Scope:

- Installation of tabletop menu tablets at the Sauce & Spoon North location and Downtown bar area.
- Improving the satisfaction of the kitchen staff
- Training of all the staff members on the new system.
- Seamless integration of the tablets with the existing POS system.
- Provide clear and updated guides and training materials for ease of use of the tablets for both customers and staff
- The ability to track ordered meals to reduce wastage of food.

### Out-of-Scope:

- The policy change on order returns to due error as part of the tablet rollout.
- A goal/metric system regarding improvement of kitchen staff satisfaction.

## Benefits & Costs

### Benefits:

- Improved customer satisfaction and wait time.
- Increase sales value.
- Reduced average table turn time
- Increase in average daily guest count.
- Lower turnover and sense of “burnout” among staff members.
- Reduce the possibility of human error
- Reduced food wastage.

### Costs:

- Training Materials and fees: \$10,000
- Hardware and software implementation across all locations: \$30,000
- Maintenance (IT fees through EOY): \$5,000
- Updated website and menu design fee: \$5000
- Other customization fees: \$550

## Appendix:

- Misalignment around payroll reallocation.
- Alex (GM - downtown) wants to hire more kitchen staff.
- Deanna (Director of Operations) - include a plan to help the kitchen ensure they have appropriate resourcing. Suggests opening up two part-time line cook roles.
- Determine how to measure the satisfaction of the kitchen staff if Carter helps in the future.
- Send-back policy. Will no longer replace meals that were already ordered to reduce food wastage now that the tablet shows order history accurately. Deanna (Director of Operations), Carter (Executive Chef), and Alex (General Manager, Downtown) agreed to the policy change except for Gilly (General Manager, North).