



Project Charter: Tablet Rollout

DATE: 30/06/2023

Project Summary

- Successfully rollout tabletop menu tablets in the bar area at two main Sauce & Spoon locations, North and Downtown, to enhance customer experience, reduce wait time, and decrease food waste.
- Result in annual growth and meet expansion goals

Project Goals

- Increasing product mix by the end of Q2 by upselling appetizers and/or specialty drinks
- Cut food waste by 25% by the end of Q2
- Decrease average table turn time by about 30 minutes by the end of Q2
- increasing average daily guest counts by 10%
- Implement menu tablets by the start of Q2
- Increase average check total to \$75 by selling more appetizers and beverages by the end of Q2, resulting in increased profits
- 15% average appetizer/drink increase overall sales by the end of Q2
 - North location targeted for a 10% increase
 - Downtown location targeted for a 20% increase

Deliverables

- Train the staff on the new system
- Tablets installed in the bar area of two restaurant locations
- Menu add on features
- Control food waste by reading and preparing orders correctly – there will be record of the orders on the tabletop
- Hire more kitchen staff to appropriately manage turnaround time and daily guest counts
- Track turnaround time to measure against multiple goals
- Decrease employee burnout and turnover

Scope and Exclusion

In-Scope:

- Increase product mix
- Increase daily guest counts by 10%
- Rollout tabletop menus to the bar area only
- Reduce turnaround time
- Employee satisfaction

Out-of-Scope:

- Expanding service to other locations within the restaurant
- Expanding the rollout of tabletop menus to additional locations
- Revising company policies

Benefits & Costs

Benefits:

- potential to speed up service and increase sales by an estimated per cent.
- The tablets will provide the restaurant with clear data points on customer ordering and an integrated point-of-sale system to help guide decision-making in the future
- Increase efficiency and accuracy of order, which reduces food waste
- Increase sales due to increased daily guest count Increase in customer satisfaction by reducing turnaround time
- Reduce employee burnout and turnover

Costs:

- Training materials and fees – 10K
- Software and Implementation – 30K

- Maintenance (IT fees through EOY) – 5K
- Updated website and menu design – 5K
- Customization fees - \$550
- **Total Costs: \$50,550**

Appendix:

- Resolved: Appetizer increase goals – one location serves primarily appetizers, and one location serves roughly 20% of the orders as apps. Agreed to focus on different percentages based on location, with an overall goal of 15%.
- Resolved: Disagreement surrounding policy change and food waste metrics to enhance customer satisfaction and improve kitchen performance metrics. Agreed to place out of scope for this project and leave to an operations discussion.
- Resolved: Remove the goal of decreasing guest wait time, in favour of leaving the table turnaround time. If turnaround time decreases, wait time will naturally decrease.
- Unresolved, but a plan of action in place: Disagreement surrounding payroll allocation and which staff to hire. No measurable data at this time to be able to set a goal. Once the rollout is monitored, a goal could be set surrounding allocating FOH payroll to BOH payroll. This would allow more line cooks to be hired. Option to measure through the end of June and then revisit.
- Unresolved, but a plan in place. A way to properly measure employee satisfaction and a metric to measure performance on. Peta and the cooks will work on a plan and provide metrics to measure satisfaction.

8 minutes for appetizers and 12-15 minutes for entrees
a checkout time of one minute or less
less than 5% of customers who

use the tablets to report technical issues each week.
98% order accuracy
average wait time of ten minutes or less before customers are seated.