Project Charter
Point-of-Service Tablet System Rollout

Date: 06/05/2022

Project Summary

Our goal is to launch a pilot rollout of tabletop menu tablets at the Sauce & Spoon North and Sauce & Spoon Downtown bar areas, to assist customers with quick and easy ordering options. This will allow us to decrease average table turn time, increase average check total and average daily guest counts and increase cost efficiency, which would help ensure the restaurant's success.

Pilot will run for Q2 (April through June) of 2022.

Project Goals

- Increase our product mix and raise the average check total to at least $75 by the end of Q2, by increasing appetizer sales by 15%.
- Decrease our average table turn time by about 30 minutes by the start of Q2, by providing a more efficient service with the POS system.
- Cut food waste by 25% by the end of Q2, by adjusting the menu order sizes and improving inventory management based on customer preferences data.
- Increase our average daily guest counts by 10% by June 2022, by reducing table turn time and increasing customer satisfaction.

Deliverables

- Installation and configuration of the tablets in the bar areas of Sauce & Spoon North and Sauce & Spoon Downtown by March 2022.
- Updated website and new online menu design, that includes add-ons and coupons for appetizers by March 2022.
- Development of a training plan for the new system by March 2022.
- Test roll out of the point-of-sale (POS) tablet system for the bar areas of Sauce & Spoon North and Sauce & Spoon Downtown by April 2022.
- Evaluation and measurement of the pilot roll out by June 2022.

Scope and Exclusion

In-Scope:
- Tablet packages sourcing
- Configuration and integration of software to current systems
- Development of training plans to train the staff on the new system
- Website and menu designers sourcing
- Test roll out of the POS system in the bar sections of Sauce & Spoon North and Sauce & Spoon Downtown
- Evaluation of customer survey results

Out-of-Scope:
- Order return policy changes
- Payroll reallocation
- Test roll out of the POS system in other Sauce & Spoon locations
- Test roll out of the POS system in the table sections of Sauce & Spoon North and Sauce & Spoon Downtown
- Processes for analyzing customer orders data gathered by the new system

Benefits & Costs

Benefits:
- Rise in earnings due to the increase in the average check total and in the average daily guest counts.
- Improved customer experience due to a seamless ordering experience and decreased average table turn time.
- Reduction in food waste.

Estimated costs:

- Training materials and fees: $10000
- Hardware and software implementation across locations: $30000
- Maintenance (IT fees through EOY): $5000
- Updated website and menu design fee: $5000
- Other customization fees: $550

Appendix

- Omar & Deanne want the test rollout to be implemented for the entire restaurant, but the team disagrees overall. Project Manager to present a case in favor of testing the rollout only in the bar area to Omar & Deanna.
- Difference in the average percentage of appetizer sales between the 2 locations. Team agreed on a 15% increase in appetizer sales goal.
- Carter and Gilly disagree on whether the send-back policy is within the scope of the project. They decided to address this separately.
- 5/20/22 – Agreed to remove "reduction in customer wait time" from the project goals, since the customer wait time could be influenced by many factors and will naturally decrease with table turn-time reduction goal.
- 5/22/22 - Need to align on re-allocating payroll budget from Front of House (FoH) staff (servers/hosts) to Back of House (BoH) staff (kitchen/bussers). Carter wants to increase the kitchen staff's pay, but now we do not have the budget to make that happen. This subject will be revisited after Q2 and is out of scope for this project.