Project Charter: Pilot Rollout Menu Sauce & Spoon

DATE: [21/05/22]

Project Summary

Applying Pilot Rollout of Tabletop menu tablets for Sauce & Spoon Restaurant in order to cut-off waiting time for customers and provide a more flexible way for ordering menus .

Project Goals

- Pilot Rollout could decrease average table turn time by about 30% from the actual able turn time 95 minutes in all sections, and 80 minutes at the bar,
- Increasing product mix by upselling appetizers or promoting certain entrees using the pilot rollout features also appetizers 15% average increase overall (North location 10%, and the Downtown location by 20% increase.
- Increasing average daily guest counts by 10%,
- Reducing food waste by 25% with estimate results provided by the pilot rollout,
- Improving the satisfaction of the kitchen staff
- All these goals are expected to be accomplished by End of June.

Deliverables

- Roll the tablets in the bar section of each restaurant,
- Pilot Rollout features check's include add-ons and coupons,
- Preparing training session for the staff about new system,
- Tablet needs to seamlessly integrated with existing POS system and host software

- Providing high customer experience with quick, easy ordering options.
- Fast-forward specific request to the kitchen more directly,
- Hire two part time line cooks in-case it's needed within the payroll budget, and more bussers and runners.

Scope and Exclusion

In-Scope:
- Customer service satisfaction,

Out-of-Scope:
- Company's Policy change

Benefits & Costs

Benefits:
- It provided efficient and profitable business model
- Speed up service and other processes for customer best-experience,
- Turntables more quickly and serve more guests,
- Growing digital presence in the restaurant industry,
- Increase average check value by 10% from $65 to $75

Costs:
- Training materials and fees, Hardware and Software Implementation across locations, Maintenance (IT fees through EOY), Updated website and menu design fee, Other customization fees.

Budget Needed:
$50,550

Appendix:

- Table turn goal will decrease guest wait times naturally, as well as increase daily guest counts.
- The kitchen is going to need more staff at some point. In addition to line cooks, it will need more bussers and runners.
- Monitoring the payroll and bandwidth of the BOH (back of house) staff is needed in-case if there are any needed for hiring additional part-time line cooks.

- There are some misalignment about the new policy about The Pilot Table Rollout will make good implementation for policy change at Sauce and Spoon about order returns to due error.
- Improving the satisfaction of the kitchen staff added to the goals with several agreements specific metrics and possible planning from the Executive Chef.