



Project Charter: Menu Tablets

DATE: 12/7/2021

Project Summary

We aim to improve current restaurant operations by implementing a digital menu and point-of-sale (POS) system that will be guest-facing, project implementation is by end of Q2 followed by a pilot phase in Q3.

Project Goals

- Launch a pilot rollout of tabletop menu tablets at bar areas in two of our restaurant locations, Sauce & Spoon North and Sauce & Spoon Downtown at the beginning of Q2
- Cut food waste by 25% in Q3 by better capturing staff's performance metrics
- Decrease average table turn time by approximately 30 minutes by the end of the second quarter (Q2), resulting in decreased customer wait time in Q3
- Increase appetizer sales by 15% (10% north, 20% downtown) by using add-on feature and coupons in Q3
- Train the staff on how to use the new system by the system release
- In discussion
 - Increase average check total to \$75 by selling more appetizers and beverages by the end of Q2, resulting in increased profits
 - Decrease guest wait time by X% in Q3
 - Improve the satisfaction of the kitchen staff

Deliverables

- check on tablet packages that include menu add-ons and coupons
- get estimates on a goal of reducing food waste
- plan for how we train the staff on the new system

- research how the tablets will integrate with our existing POS system and host software
- roll the tablets in the bar section of each selected restaurant

Scope and Exclusion

In-Scope:

- Preparation, delivery, and initial deployment of the tablets
- Training

Out-of-Scope:

- Policy adjustments

Benefits & Costs

Benefits:

- Operation improvement
- Table turn time reduction
- Income improvement

Costs:

Terrific Tablets	
Project Investments (Costs)	Estimated Cost
Training materials and fees	\$10,000
Hardware and Software Implementation across locations	\$30,000
Maintenance (IT fees through EOY)	\$5,000
Updated website and menu design fee	\$5,000
Other customization fees	\$550

Appendix:

- Goal of the increase in appetizer sales resolved by splitting the goal as one for each location due to a different clientele.
- Payroll to hire more kitchen staff reallocation to be decided after we will know more info
- Improving the satisfaction of the kitchen staff
- Guest wait time was not added as a separate goal
- Adjusting new policy on order returns is going to be discussed separately