

Project Charter: Tabletop Menu Tablets Pilot Project

DATE: 06-Jan-25

|  |
| --- |
| **Project Summary** |
| The Sauce & Spoon Tabletop Menu Tablets Pilot Project aims to improve restaurant efficiency and enhance customer experiences by introducing digital menu tablets in the bar sections of two locations: Sauce & Spoon North and Sauce & Spoon Downtown. This initiative seeks to address issues such as service delays, customer dissatisfaction, and operational inefficiencies while providing valuable data to support company growth. |

|  |
| --- |
| **Project Goals** |
| * Decrease average table turn times by 30 minutes to improve overall efficiency. * Increase daily guest counts by 10% at pilot locations. * Enhance upselling opportunities through menu item add-ons and coupon features. * Reduce food waste by improving order accuracy. * Collect actionable data to evaluate the impact of digital ordering on operations. * Ensure seamless integration of tablets with existing POS and host software. * Successfully train staff to adopt and utilize the new system. |

|  |
| --- |
| **Deliverables** |
| * Installation of digital menu tablets in the bar areas of the two pilot locations. * Selection of tablet package with features for menu add-ons and coupons. * Reduction estimates and potential targets for food waste improvement. * Configuration and integration of tablets with existing POS and host software. * Training program and materials for staff on the use of tablets. * Metrics to evaluate success, including table turn times and guest satisfaction rates. * Documentation and report on pilot results for potential full-scale rollout. * Support plan for addressing technical and operational challenges during the pilot. |

|  |
| --- |
| **Scope and Exclusion** |
| **In-Scope:**   * Pilot implementation in the bar sections of Sauce & Spoon North and Downtown locations. * Integration with existing systems and staff training. * Collection and analysis of data to assess the pilot’s success.   **Out-of-Scope:**   * Full-scale rollout to other sections or locations. * Custom development of tablet software beyond existing vendor offerings. * Modifications to non-bar sections of the restaurants. |

|  |
| --- |
| **Benefits & Costs** |
| **Benefits:**   * Improved efficiency in table turnover and guest satisfaction. * Enhanced revenue opportunities through upselling. * Reduced errors and food waste leading to cost savings. * Valuable insights into digital ordering and guest behavior.   **Costs:**   * Initial investment in hardware and software for tablets. * Staff training and potential temporary productivity dips. * Configuration and technical support for system integration. |

|  |
| --- |
| **Appendix:** |
| * [Sauce & Spoon Menu Tablets Project Proposal](https://www.coursera.org/learn/applying-project-management/resources/hHiP1" \t "https://www.coursera.org/learn/applying-project-management/quiz/5SH96/activity-draft-a-project-charter/_blank) * [Meeting: Clarifying Project Goals](https://www.coursera.org/learn/applying-project-management/resources/6jcbL" \t "https://www.coursera.org/learn/applying-project-management/quiz/5SH96/activity-draft-a-project-charter/_blank) |