

Project Charter: Tabletop Menu Tablets Pilot Project

DATE: 06-Jan-25

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| **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. Additionally, the project targets raising the average check value through increased sales of appetizers and specialty drinks. |

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| **Project Goals** |
| * Decrease average table turn times by 30 minutes to improve overall efficiency. * Increase daily guest counts by 10% at pilot locations. * Raise average check value from $65 to $75 through upselling of appetizers and specialty drinks. * Enhance upselling opportunities through menu item add-ons and coupon features. * Reduce food waste by 25% 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. * Reallocate payroll resources to address increased demand, potentially hiring two part-time line cooks. |

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| **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, guest satisfaction rates, and average check values. * Documentation and report on pilot results for potential full-scale rollout. * Support plan for addressing technical and operational challenges during the pilot. * Payroll monitoring plan to evaluate the feasibility of reallocating resources for additional kitchen staff. |

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| **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. |

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| **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. |

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| **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) * [Email Exchange: Project Goals](https://www.coursera.org/learn/applying-project-management/resources/Ql8xv" \t "https://www.coursera.org/learn/applying-project-management/quiz/5SDKY/activity-revise-your-project-charter/_blank) * [Email Exchange: Sales Goal Details](https://www.coursera.org/learn/applying-project-management/resources/FDWOh" \t "https://www.coursera.org/learn/applying-project-management/quiz/5SDKY/activity-revise-your-project-charter/_blank) * [Meeting: Decrease Guest Wait Time](https://www.coursera.org/learn/applying-project-management/resources/eQdmF" \t "https://www.coursera.org/learn/applying-project-management/quiz/5SDKY/activity-revise-your-project-charter/_blank)   Misalignment 1:  Stakeholders: Deanna (Director of Operations), Alex (General Manager, Downtown), Gilly (General Manager, North).  Issue: Whether to include the goal of decreasing guest wait time separately from reducing table turn time.  Resolution: It was agreed that decreasing table turn time naturally addresses guest wait times. Therefore, the goal of reducing guest wait time was removed.  Misalignment 2:  Stakeholders: Deanna (Director of Operations), Alex (General Manager, Downtown), Gilly (General Manager, North).  Issue: Whether to reallocate payroll resources to hire additional kitchen staff.  Resolution: A provisional plan was included to monitor payroll and evaluate the feasibility of reallocating resources for additional kitchen staff after analyzing pilot data through the end of June 2025.  Misalignment 3:  Stakeholders: Deanna (Director of Operations), Alex (General Manager, Downtown), Gilly (General Manager, North).  Issue: Targets for increasing appetizer sales.  Resolution: A 15% average increase was proposed, with a 10% target for the North location and a 20% target for the Downtown location to reflect unique trends at each restaurant. |