

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 by the end of Q2 2025, enabling each table to serve four parties during dinner hours (5-10 p.m.). * Increase daily guest counts by 10% at pilot locations by the end of Q2 2025, leveraging faster service enabled by the tablets. * Raise the average check value from $65 to $75 by promoting appetizers and specialty drinks, with 15% overall growth by the end of Q2 2025 (10% for North, 20% for Downtown). * Reduce food waste by 25% by improving order accuracy and tracking modifications through the tablet system by the end of Q2 2025. * Train 100% of bar staff at both locations to proficiently use the tablet system within the first month of implementation (April 2025). |

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| **Deliverables** |
| * Installation of digital menu tablets in the bar areas of the two pilot locations by March 2025. * Selection of tablet package with features for menu add-ons and coupons by February 2025. * Reduction estimates and detailed targets for food waste improvement, reported monthly starting May 2025. * Configuration and seamless integration of tablets with existing POS and host software completed by March 2025. * Comprehensive training program and materials for bar staff, implemented by April 2025. * Metrics for success, including table turn times, guest satisfaction rates, and average check values, measured monthly starting May 2025. * Final documentation and report on pilot results, including insights and recommendations, delivered by July 2025. * Support plan for addressing technical and operational challenges, established before the pilot begins in April 2025. * Payroll monitoring plan to evaluate the feasibility of reallocating resources for additional kitchen staff, reviewed monthly during the pilot. |

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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. |