**Email**

| From: Pushpendra  To: Seydou  Subj: Request to support our initial tablet rollout to bar area instead to all the dining area  Hi Seydou,  I hope you are doing well.I am reaching out to discuss Omar’s request to expand the tablet rollout to all dining areas instead of only bar areas. As you already know, Omar, as the owner and CEO of Sauce and Spoon, is pushing to expand the tablet rollout to all the dining areas in order to meet some ambitious revenue goals, but after hearing the team's feedback and reflecting our conversation, I clearly see the risks of scaling too early.  After the discussions with the team and reviewing the potential impact, I am very concerned that such large-scale expansion could present several challenges which I have listed out as below:   1. Operational strain: Expanding the rollout to the entire dining area could put a significant burden on the kitchen and the staff there. The complete rollout means having more orders and current staff could face difficulties handling the requests, leading to customer disatisfaction. Carter had already raised concerns about needing to hire additional staff just for bar rollout. 2. Customer satisfaction risk: Scaling up too quickly to the whole dining area affects the dining experience particularly if we face any technical or operational issues. Piloting only at the bar area allows us to address any potential problems in a more controlled and effective way and it will create a good dining experience for the customer. Once we successfully launch and test tablet rollout in the bar area, we can then introduce the rollout to the rest of the area.   Given your expertise as a Restaurant Technology Consultant along with extensive experience in these types of initiatives and your support during the meeting, I'd love to have you as part of the coalition to convince Omar and Deanna to stick with the original plan. I think your insights, especially that the rollout of only the bar area has less risk than the rollout to the entire area and how it allows for more manageable scaling, once the bar rollout is executed successfully, would be invaluable in making our case. Even from my own experience, I really support your point of view of sticking first to the bar area instead of scaling out to all the areas.  I know we both share a commitment to ensuring the project success in the long run, which is why I’m hoping you will join me in helping to frame this decision for Omar and Deanna. They trust your expertise and with your support , I believe we will be able convince them to stick to our original plan.    Let me know if you are on board and I will be much happy to discuss and strategize further along with you on how to approach this with Omar and Deanna. Thank you so much for your consideration and support.  Best Regards,  Pushpendra |
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