



Project Charter: [Tabletop Menu Tablets - Pilot]

DATE: [16/02/24]

Project Summary

To install tabletop menu tablets that can help customers in placing orders quickly and easily. They will be installed in two locations- 1. Sauce & Spoon North 2. Sauce & Spoon Downtown. They will be installed in the bar area.

Project Goals

- Roll out Tablets in April
- Increase average check value from \$65 to \$75 at least by June.
- Reduce average turn times by 30 minutes by June.
- Increase average daily guest counts by 10% by June.
- To increase product mix by increasing appetizer sales by 15% average by June. Increase by 10% in North location and 20% in Downtown location.
- To cut food waste by 25% by June.
- Train staff before tablets are rolled out.

Deliverables

- Install tabletop menus in the bar areas of restaurant at two locations- 1. Sauce & Spoon North 2. Sauce & Spoon Downtown.
- Get tablet package that includes menu add-ons and coupons
- Get an estimate on how much food wastage can be reduced
- Plan how to train staff
- Configure the tablet to work seamlessly with Host software and Point-Of-Sale software

- Roll out the Pilot second quarter
- To gather metrics to help evaluate the success of the restaurant at the end of quarter two
- Upsell appetizers and entrees in the tablet

Scope and Exclusion

In-Scope:

- Reducing food waste
- Increasing sales
- Increasing average check size
- Decreasing table turn time
- Training staff
- Increasing average daily guest count
- Integrating tablets with existing Host software and POS system

Out-of-Scope:

- Policy change on order returns
- Reallocating payroll to hire more kitchen staff
- Increasing employee satisfaction without a metric
- Rolling out tablets to dining area as well

Benefits & Costs

Benefits:

- Increase in sales, increase in average check size
- Speed up the orders, shorten waiting time
- Reduce table turn time
- Increase in daily guest count
- Reduce food waste

Costs:

- Training material and fees- \$10,000
- Hardware and Software implementation across both locations- \$30,000
- IT Maintenance Fees- \$5,000
- Website update and menu design- \$5,000
- Customizations Fees- \$550
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Appendix:

- Reallocate payroll to hire more cooks (suggested by Alex, opposed by Gilly. It was decided that this is out of scope)
- Increase in appetizer sales (Gilly did not want to include this since she thought that the tablets will not have any measurable impact on her restaurant which is in North. However, Alex wanted to keep it as 20% for his restaurant in Downtown. Peta suggested a compromise- overall 15% increase in appetizer sales with 10% for North and 20% for Downtown restaurant).
- Policy change on order returns (suggested by Carter, supported by Alex, opposed by Gilly. It was decided that this is out of scope.)
- Measuring employee satisfaction (suggested by Carter, opposed by Peta due to lack of specific metrics. Peta agreed to include it only if Carter provided specific metrics)