

Project Charter: [Menu Tabletop Tablets]

DATE: [16/05/2023]

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| **Project Summary** |
| Sauce & Spoon is a local restaurant chain that wants to reduce the errors and sunken costs. As one way to meet these goals, company have decided to launch a pilot project to test the impact of menu tablets on the restaurant’s performance. |

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| **Project Goals** |
| * Test the impact of installing new tabletop menu tablets and implement this change in two locations north and downtown restaurants by the start of Q2. * Check the tablet feature that have menu item add on feature and coupons. * Train staff on new system. * Integrate new system with existing POS system and host software. * Decrease average table turn time by 30 minutes and therefore, increasing daily guest counts by 10%. * Company wise goal of increasing the product mix. * Increasing average check value by selling more appetizers and specialty drinks. * Cut food waste by 25% by end of Q2. * Increase appetizer sales by 15% (10% for north and 20% for downtown). |

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| **Deliverables** |
| * The new tabletop menu tablets and speeding up the ordering options of the restaurant. * Decrease average table turn time by 30 minutes and therefore Increasing daily guest counts by 10%. * Training Staff for the new system. * Syncing the old system with this table top menu tablet. * Collection data for food waste with the help of this tablet menu system. * Increase Appetizer sale by 15%. * Increase average check value on appetizers and drinks. |

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| **Scope and Exclusion** |
| **In-Scope:**   * improving the satisfaction of the kitchen staff. * Increasing the appetizer sales by 15% * Training staff for the new system. * Test new tabletop menu tablet.   **Out-of-Scope:**   * Policy on order returns to due error. |

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| **Benefits & Costs** |
| **Benefits:**   * The new table top menu system help is decreasing the table turn time of the restaurants by 30 minutes which will help in reducing the wait time and this further help in increasing the daily guest count for 10%. * Shifting to new menu system will help in collecting new data on food waste by at least 25%. * This system will help in increasing the profits for the company.   **Costs:**   * Training material and fees- $10000 * Hardware and software implementation across locations- $30000 * Maintenance- $5000 * Update website and menu design fee- $5000 * Other customization fees- $550 |

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| **Appendix:** |
| 1. Creating Goals and deliverables 2. Increasing appetizer scale by 15%. 3. Stakeholder misalignment about project goals and deliverables. 4. Adding scopes and costs. 5. Linking average table turn time with average wait time. 6. Remove guest wait time from the goals. 7. Placing policy change for return order in out of scope. 8. Improve in employee satisfaction in scope. |