



Project Charter: Menu Tablets

DATE: [11/06/24]

Project Summary

The project aims to install the tablets in the Bar section North and Downtown locations for delivering a seamless experience to customer while placing the order and making the payment.

Project Goals

- Reduce the table turn time by approx. 30 minutes by the end of June.
- Increase average daily guest count by 10% by the end of June.
- Cut food waste by 25% by the end of June.
- Increase appetizer sales by 15%, 10% in North location & 20% in Downtown.
- Each table should server minimum of 4 parties by the end of June.
- Increase average check value by \$10 by the end of June.

Deliverables

- Install tablets on each table in Bar section of North & Downtown location.
- Show ads to promote specific appetizers
- Integrate tablets with POS system.
- Upgrade of wiring, electrical & WiFi systems
- Create plan to train the staff for new system
- Hiring of additional staff

Scope and Exclusion

In-Scope:

- Tablet installation, training the FOH staff, training IT department, updating the website design, developing training material

Out-of-Scope:

- Changing the policy

Benefits & Costs

Benefits:

- Improve service times, leading to happier customers.
- Improve rate of correct orders, leader to happier customers.
- Serve more guests, increase total revenue.
- Reduce food waste.

Costs:

- Training materials and fees: \$10000
- Hardware and software implementation across locations: \$30000
- Maintenance (IT fees through EOY): \$5000
- Updates website and menu design fee: \$5000
- Other customization fees: \$550

Budget needed:

- \$50,550

Appendix:

- Misalignment: The team has agreed that a policy change to order returns is an inherent aspect of the project charter and necessary if tablets will be used
 - Decision: Policy changes are not necessarily tied to this project and in need of further discussion as an operations item. Changes on order returns will be handled outside of tablet project rollout.
- Misalignment: Policy adjustments on order returns and meal replacements should be part of the project charter.
 - Decision: Policy changes on order returns will be handled outside of tablet project rollout.

