

Project Charter: Sauce & Spoon Tablet Rollout

DATE: 01/10/22

| **Project Summary** |
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| In order to improve customer satisfaction we will create a plan that involves the rollout of tablets at every table of our restaurants to facilitate in efficiency when ordering. This should improve the overall customer experience and streamline workflow. |

| **Project Goals** |
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| • To implement the tablet rollout in the bar section of two restaurants within three months  • To increase the product mix by increasing appetizer sales by 15% which will increase the average check total from $65 to $75 by the end of the second quarter  • To decrease average table turn time by 30 minutes which will increase daily guest counts by 10% by the end of the second quarter  • To cut down on the amount of comping the tablets will provide a clearer way for the guests to order food to their liking which will reduce food waste by 25% |

| **Deliverables** |
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| • To launch the tablet rollout within three months  • To reduce order delivery time by 30%  • To reduce employee turnover by 40%  • To have a training program established 1 month prior to launch date  • To raise average check value from $65 to $75  • To increase appetizer sales by 15% |

| **Scope and Exclusion** |
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| **In-Scope:**  • Food waste reduction  **Out-of-Scope:**  • Policy change to address the return policy on "incorrect orders"  • Employee satisfaction metric |

| **Benefits & Costs** |
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| **Benefits:**  • To improve customer satisfaction  • To reduce employee turnover  • To raise the average check value  **Costs:**  • $10,000 for Training materials and fees  • $30,000 for Hardware and Software implementation across locations  • $5,000 for Maintenance  • $5,000 for Updated website and menu design fee  • $550 for Other customization fees |

| **Appendix:** |
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| • The stakeholders disagreed on increasing the appetizer sales because they are in two different areas of town with two different client bases. They decided that they would meet in the middle and set the projected increase sales goals at 15%.  • The stakeholders disagreed on whether or not to reallocate funds from the FOH to BOH in order to hire more line cooks to keep up with the expected surge in orders due to the tablet rollout. It was decided to hold off on any changes until further data could be provided to show that more line cooks would be needed.  • The stakeholders disagreed on whether or not to include the policy change to address the returning of items issue in the project plan. As of right now, it was decided that the policy change was not in scope for the project and it should be dealt with at a separate time.  • The stakeholders had a disagreement on whether or not to include employee satisfaction in the project plan. The issue arose because of the high turnover rate of employees but the problem with addressing this is there isn't a metric to use to measure employee satisfaction. The issue was left to the stakeholder that brought it up to figure out a way to measure satisfaction and it will be addressed at a later date. |