

Project Charter: Terrific Tablets

DATE: 10/7/2022

| **Executive Summary** |
| --- |
| The Sauce and Spoon restaurant group is growing in annual sales (+28%) each year and wants to meet demand by improving current restaurant operations. We propose implementing a digital menu and point-of-sale (POS) system that will be guest-facing in the form of **a fully integrated tablet system** located at each table to offer guests a seamless ordering experience—and at the same time provide the restaurant with a more effective ticketing system. |

| **Project Goals** |
| --- |
| * Offer guests a seamless ordering experience—and at the same time provide the restaurant with a more effective ticketing system * Decrease average table turn time **by about 30 minutes** in the first 6 weeks after the implementation * Increase our product mix **by 15%** through upselling appetizers or promoting entrees by the end of Q2 * Increase daily guest counts **by 10%** by the end of Q2 * Reduce food waste due to comping **by 25%** by the end of Q2 * Raise the average check value from $65 to at least **$75** by the end of Q2 |

| **Deliverables** |
| --- |
| * Sauce & Spoon would like to launch a pilot rollout of tabletop menu tablets at two of our restaurant locations, Sauce & Spoon North and Sauce & Spoon Downtown. * The tablet software should be compatible with our existing systems, but we’ll need to configure them properly to make the integration as seamless as possible. * Check on tablet packages that include menu add-ons and coupons and get some estimates on a goal of reducing food waste |

| **Scope and Exclusion** |
| --- |
| **In-Scope:**   * A pilot rollout of tabletop menu tablets at two of our restaurant locations, Sauce & Spoon North and Sauce & Spoon Downtown.   **Out-of-Scope:**   * Other Sauce & Spoon restaurant locations are not yet part of this project. * Policy interventions should be addressed separately and not as part of this project. * Employee satisfaction metrics is something we should be measuring independent of the tablet launch. |

| **Benefits & Costs** |
| --- |
| **Benefits:**   * Offer guests a seamless ordering experience—and at the same time provide the restaurant with a more effective ticketing system * Increase customer turnover and satisfaction in accordance to our project goals   **Costs: Total cost: $50,550** |

| **Appendix:** |
| --- |
| * *Reallocate some of our payroll. The tablets will allow our servers to cover more tables at once. We can spend some of our savings on hiring more kitchen staff to meet higher demand.* * *Policies regarding food waste are in misalignment in terms of whether it should be included in the project scope or not and might be subject to change in the future.* * *Evaluation at the end of June* |