

Project Charter: Tabletop tablet implementation

DATE: 5/24/2022

| **Project Summary** |
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| The purpose of this project is to implement tabletop menu tablets at the restaurants to speed up the service, and capture metrics, thereby serving guests quickly and ensuring restaurant success. |

| **Project Goals** |
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| * Sauce & Spoon wants to install a tabletop tablet menu in the bar area by the beginning of Q2. * Sauce & Spoon wants to decrease table turn time by 30 minutes by the end of Q2 resulting in decreased customer wait time. * Sauce & Spoon wants to increase appetizer sales by 15% by the end of Q2. * Sauce & Spoon wants to create a training plan for its staff. The training plan will be completed within Q2 and ensure staff adapt to new technology. * Sauce & Spoon wants to increase the average check value to $75 by the end of Q2, resulting in increased profits. * Sauce & Spoon wants to collect metrics from tablets. The metrics will be collected by the end of June and used to reallocate payroll. * Sauce & Spoon wants to reduce the food waste by 25% by the end of Q2. * Sauce & Spoon wants to Increase daily guest count by 10% by the end of Q2. * Sauce & Spoon wants to improve the satisfaction of kitchen staff by TBD by the end of Q2. |

| **Deliverables** |
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| * Install Tabletop menu Tablets for 2 restaurants * Installation of Hardware and software for tablets to work with existing systems * Selection of Menu with coupons and add-ons * Training plan for staff to train them before launch * Data metrics from the tablet * Finalizing vendor for tablet * Finalizing the selection of appetizers and beverages for add-ons |

| **Scope and Exclusion** |
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| **In-Scope:**   * Tablet integration with existing software systems * Pilot project implementation in two restaurants - North and Downtown area   **Out-of-Scope:**   * Tablet installation outside of bar area * Policy change to order returns |

| **Benefits & Costs** |
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| **Benefits:**   * Speed up ordering process * Turn tables quickly and serve more guests * Clear Data points to track and improve company success * Keep up with the Digital presence   **Costs:**   * Total cost: $50,550 * Training materials and fees: $10,000 * Hardware and software implementation: $30,000 * Maintenance: $5,000 * Update website and menu design: $5,000 * Other fees: $550 |

| **Appendix:** |
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| * Reducing guest wait time: This has not been mentioned as a separate goal. Reason being, this ties to decreasing the table turn time. This has been resolved and no further action is required. Note: Reduction in table turn time allows more guests to dine in at increased pace, thereby reducing the wait time * Policy change: Stakeholders brought up discussion on policy change to return orders. Further action is required on this and it will be handled outside of this project.   Note: This is considered out of scope for tablet implementation   * Payroll reallocation: Stakeholders were interested in hiring more resources to the kitchen citing the demand. This is still open and will be addressed later. Note: Decision will be based on the metrics collected from the tablet. * Tablet integration with existing software: The new tablet should work seamlessly with the existing systems. This is open and should be addressed later.   Note: Consider this during the selection process of the tablet.   * Track average check value: This will be tracked as a separate goal. This has been resolved and needs no further action.   Note: Though the main way to reach it is by selling more appetizers, this goal will be tracked separately   * Increase in sales tracked separately: The average % increase in sales is accepted to be 15%. However, between the restaurants it differs. This has been resolved and no further action required.   Note: North is 10%, downtown is 20%. |