

Project Charter: Sauce & Spoon Tabletop Menu Tablet Rollout

DATE: [01/06/2023]

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| **Project Summary** |
| Sauce & Spoon proposes implementing tabletop menu tablets at two restaurant locations as a pilot rollout. The tablets will enable guests to place orders upon arrival, reducing wait times and improving overall service. The project aims to increase product mix, decrease table turn time, cut food waste, and enhance the customer experience. Integration with existing POS and host software will be crucial, and staff training will be provided to ensure a smooth transition. The project charter will outline the scope, goals, and deliverables, with a target start date at the beginning of quarter two. |

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| **Project Goals** |
| Based on the supporting materials, here is a list of project goals:   1. Improve customer satisfaction and retention: The project aims to address delays in service and enhance the overall dining experience for guests, leading to increased customer satisfaction and higher customer retention rates. 2. Increase product mix and upselling: By incorporating menu item add-ons and coupons on the tablets, the project intends to promote specific items and encourage guests to order additional appetizers or entrees, thereby increasing the restaurant's product mix. 3. Decrease table turn time: The goal is to reduce the average time each party occupies a table by approximately 30 minutes, leading to faster turnover and increased capacity to serve more guests during peak hours. 4. Cut down on food waste: The project aims to minimize food waste by improving communication between guests and the kitchen. Tablets will provide a means to accurately record guest modifications or requests, reducing the number of orders that need to be remade or comped. 5. Increase average daily guest counts: The project seeks to increase the number of daily guests by 10% through faster service, reduced wait times, and an improved overall dining experience. 6. Seamless integration with existing systems: The project aims to integrate the tablet system seamlessly with the restaurant's existing POS and host software. Successful integration will ensure efficient ticketing, order management, and table tracking. 7. Staff training and acceptance: The project recognizes the potential challenges associated with adopting new technology and aims to provide comprehensive training to staff members to ensure a smooth transition. The goal is to gain staff acceptance and minimize resistance to change. 8. Successful pilot rollout: The project's initial phase focuses on piloting the tablet system in the bar sections of two restaurant locations. Completion of the pilot, with positive feedback from guests and improved operational efficiency, will indicate the successful implementation of the project.   These goals align with the overall objectives of improving restaurant operations, increasing efficiency, and enhancing the customer experience. They serve as measurable indicators of the project's success, helping stakeholders understand the project's purpose and outcomes. |

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| **Deliverables** |
| 1. Project charter: A finalized and approved project charter that outlines the project's goals, scope, timeline, and key stakeholders. This document will serve as a reference point throughout the project. 2. Tablet rollout plan: A detailed plan outlining the specific steps and timeline for rolling out the tabletop menu tablets in the bar sections of Sauce & Spoon North and Sauce & Spoon Downtown. The plan will include considerations for installation, configuration, and testing. 3. Tablet package selection: Research and evaluation of different tablet packages available in the market that include features such as menu item add-ons and coupons. The deliverable will be a recommendation for the tablet package that best meets the project's requirements. 4. Training plan for staff: A comprehensive training plan that ensures all staff members are proficient in using the tablet system. The plan will include training materials, schedules, and methods for assessing staff competency. 5. Integration with POS and host software: Successful integration of the tablet system with the existing point-of-sale (POS) and host software. This deliverable involves configuring the tablet software to seamlessly communicate with the restaurant's systems, enabling efficient ticketing, order management, and table tracking. 6. Reduced table turn time: Achievement of the goal to reduce average table turn time by approximately 30 minutes. This deliverable will be measured through data analysis and comparison of the pre-implementation and post-implementation turn times. 7. Food waste reduction estimates: A report or estimation of the expected reduction in food waste resulting from improved communication between guests and the kitchen through the tablet system. This deliverable will provide insights into the potential impact of the project on food waste management. 8. Increased daily guest counts: Analysis and documentation of the increase in average daily guest counts by 10% as a result of the tablet rollout. This deliverable will be measured through guest counts data and feedback from staff and customers. 9. Successful pilot evaluation: Evaluation of the pilot rollout in the bar sections of Sauce & Spoon North and Sauce & Spoon Downtown. This deliverable will include feedback from guests and staff, performance metrics, and recommendations for further implementation or adjustments.   These deliverables are tangible outcomes that contribute to achieving the project goals and serve as milestones throughout the project lifecycle. |

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| **Scope and Exclusion** |
| **In-Scope:**  **Out-of-Scope:** |

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| **Benefits & Costs** |
| **Benefits:**  **Costs:** |

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| **Appendix:** |
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