



Project Charter: Tabletop Menu Tablets

DATE: October 26, 2023

Project Summary

In an effort to meet its annual growth and expansion goals, Sauce & Spoon has decided to launch a pilot project to test out the impact of installing new tabletop menu tablets by the end of Q2. These tablets will enable guests to order independently of the server, which will result in quicker table turn time, accurate ordering, reduction in food waste, increased sales, positive customer experience and employee satisfaction.

Project Goals

- Decrease average table turn time by about 30 minutes by end of Q2
- Increase average daily guest counts by 10% by end of Q2
- Raise the average check total from \$65 to \$75 by end of Q2
- Increase appetizer sales by 15% average overall, with the North location targeted for a 10% increase and the Downtown location targeted for a 20% increase by end of Q2
- Increase product mix offerings by end of Q2
- Improve guests experience so the restaurant receives less complaints by end of Q2
- Add feature to tablet that will allow customizations to be seen by staff and avoid customers sending back items and avoid food waste by end of Q2
- Improve satisfaction of the kitchen staff; decrease employee burnout & turnover rate by end of Q2

Deliverables

- Rolling out tabletop menu tablets at the bar at two locations: Sauce & Spoon North and Sauce & Spoon Downtown in April by end of Q2
- Research tablet packages that include menu add-ons and coupons
- Integrate existing POS software and host software with new tablets
- Get some estimates on a goal of reducing food waste
- Create a plan to train staff on new software

Scope and Exclusion

In-Scope:

- Purchase of tabletop menu tablets for bar area
- Software implementation
- Increase Menu Product offering; update menu/website with new offerings
- Staff training on new software
- Hiring more staff

Out-of-Scope:

- Policy change
- Tabletop tablets in other areas of the restaurant, besides the bar

Benefits & Costs

Benefits:

- The tablets will reduce table turn time which will result in happy customers
- Reduction in table turn time will increase guest traffic and profits
- Accurate customized orders will reduce waste, save money and increase customer satisfaction
- Tablets at the bar connected to POS system will provide data to show effectiveness to determine if the tablets should be added to all tables
- Improve employee satisfaction

Costs:

- Training Materials & fees: about \$10,000
- Hardware & software implementation across locations: about \$30,000
- Maintenance (IT fees through EOY): about \$5,000

- Update website and menu design fee: about \$5000
- Other customization fees: about \$550

Appendix:

- The team could not agree whether to reallocate payroll to hire more kitchen staff, making this a misalignment.
No Resolution Made.
Next Steps: Continue discussion about using resources to add more kitchen staff and front-end staff with Director Deanna; measure how the tablets will impact table turn time and changes in revenue to determine the budget for hiring more staff. Propose measuring data from April through the end of June.
- Team could not agree on updating the policy on order returns; some were in favor while others felt this should be done separately in a different project.
Resolution: Talked through issue and came to agreement that policy change is not in scope; Deanna & Carter agreed to work separately on making policy adjustments. Once this is complete those changes will be reflected in the project goals.
- Team could not agree on including a goal around improving the satisfaction of the kitchen staff.
Resolution: Carter will help Peta find a way to work it into the plan and provide specific metrics. Once this is done, it will be included in the project's scope.
- Team and PM are not sure of what the need or budget will be for hiring front end or kitchen staff. It is understood that there will be a need.
Resolution: Use data collected after roll-out to determine how many additional staff needs to be hired and what the budget will be.