

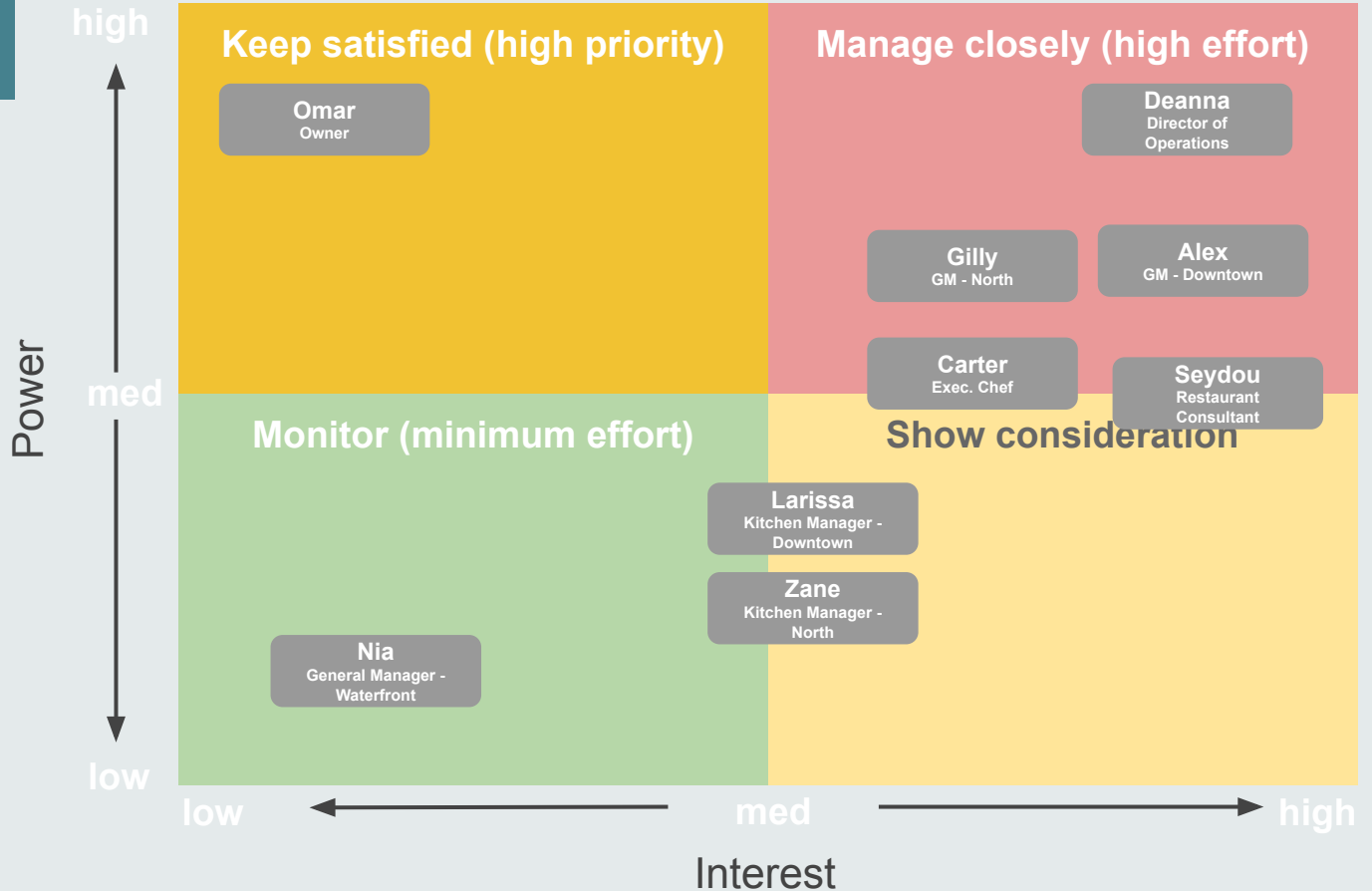
Stakeholder Analysis

Stakeholder	Role	Power (H/M/L)	Interest (H/M/L)	Notes
Omar Mubarak	Owner	H	M	<ul style="list-style-type: none">Responsible for the overall direction, profitability, and reputation of the restaurant group.Most senior stakeholder.
Deanna Coleman	Director of Operations	H	H	<ul style="list-style-type: none">Responsible for daily communication across different teams.Oversees the restaurant managers.Helps with interviewing, hiring, and training new employees.
Carter Ward	Executive Chef	M	H	<ul style="list-style-type: none">Has the final say on all menu choices.Responsible for overseeing all other chefs employed by the restaurant.
Gilly Tyson	General Manager (North)	H	H	<ul style="list-style-type: none">Great resource for training and providing input on general restaurant operations.Responsible for hiring and training staff, ordering all the restaurant's supplies, and gauging customer satisfaction at location
Alex Schmidt	General Manager (Downtown)	H	H	<ul style="list-style-type: none">Previously worked in retail management at a large home improvement chain.Trained by Gilly.Responsible for hiring and training staff, ordering all the restaurant's supplies, and gauging customer satisfaction at location

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Stakeholder	Role	Power (H/M/L)	Interest (H/M/L)	Notes
Nia Williams	General Manager (Waterfront)	L	L	<ul style="list-style-type: none">• Experience from hostess up to management.• Tended bar at a luxury hotel which would be helpful for the pilot.• Passionate about the restaurant industry.• Responsible for hiring and training staff, ordering all the restaurant's supplies, and talking to customers to ensure that they are happy with their service.
Zane Dutchman	Kitchen Manager (North)	M	H	<ul style="list-style-type: none">• Sous chef before kitchen manager - enthusiastic about role• Learning from Larissa.• Responsible for: (1) Overseeing daily BOH operations and administrative tasks and (2) Controlling costs and managing labor.
Larissa Stein	Kitchen Manager (Downtown)	M	H	<ul style="list-style-type: none">• New to Sauce & Spoon.• Previously managed kitchen at a Michelin-star restaurant.• Enthusiastic about role and restaurant work.• Responsible for: (1) Overseeing daily BOH operations and administrative tasks and (2) Controlling costs and managing labor.
Seydou Diallo	Restaurant Technology Consultant	M	H	<ul style="list-style-type: none">• Background in tech support and new to restaurant industry.• First major project and excited to prove himself.• Helps restaurants implement cost-effective, easy-to-use, integrated technology systems.

Stakeholder Analysis



Stakeholder Analysis Rational

Stakeholder	Priority	Notes
Omar Mubarak	Keep satisfied (high priority)	I put Omar at High Power and Low interest because he is the owner of Sauce and Spoon and is a senior stakeholder. However, in terms of interest, he has focused on the bigger picture of the restaurant chain. He would likely like weekly updates with overview details on a dashboard, but would not want daily updates with all of the detail.
Deanna Coleman	Manage closely (high effort)	I put Deanna at High Interest and High Power because she has the most decision-making power out of all the people that I directly interact with on a regular bases. She is responsible for daily communication across the different teams and oversees the restaurant managers, so she will be instrumental in garnering support and getting final approval on decisions. She also helps with interviewing, hiring, and training new employees for all locations.
Carter Ward	Manage closely (high effort)/ Show Consideration	I put Carter at Medium power and Medium interest because he has the final say on all menu choices which impact what is on the digital menu and what appetizers are emphasizes. He is responsible for overseeing all other chefs employed by the restaurant, so he would care about what happens at all location but only what impacts kitchen staff. His interest in the project is high, but he isn't involved in day-to-day decision-making.
Gilly Tyson	Manage closely (high effort)	I put Gilly at High Interest and High Power because she is responsible for hiring and training staff, ordering all the restaurant's supplies, and gauging customer satisfaction at the North location. She will be the expert for the location but defers to Deanna in terms of decision making. The success of the pilot will greatly impact the operations and revenue of the restaurant.

Stakeholder Analysis Rational

Stakeholder	Priority	Notes
Alex Schmidt	Manage closely (high effort)	I put Alex at High Interest and High Power because he is responsible for hiring and training staff, ordering all the restaurant's supplies, and gauging customer satisfaction at the Downtown location. He will be the expert for the location but defers to Deanna in terms of decision-making. The success of the pilot will greatly impact the operations and revenue of the restaurant. Also, they are excited about selling appetizers since that is a key source of interest for customers in the business district.
Nia Williams	Monitor (minimum effort)	She is responsible for hiring and training staff, ordering all the restaurant's supplies, and talking to customers to ensure that they are happy with their service at the Waterfront location. She is not directly affected by the completion of this project. While she may eventually be interested in it when the next project is to expand to other locations.
Zane Dutchman	Show consideration	Zane is Medium Interest and Low power. He is responsible for overseeing daily BOH operations and administrative tasks and controlling costs and managing labor for the North location. While I do want to make sure that the tablets positively impact the operations of the kitchen, they have lower power and medium interest.
Larissa Stein	Show consideration	Larissa Zane is Medium Interest and Low power. She is responsible for overseeing daily BOH operations and administrative tasks and controlling costs and managing labor for the North location. While I do want to make sure that the tablets positively impact the operations of the kitchen, they have lower power and medium interest. I do want to note that she trained Zane and may have some influence there.
Seydou Diallo	Manage closely (high effort)	Seydou will be important for helping with the implementation of cost-effective, easy-to-use, and integrated technology systems. While he may not have the last say on decisions, but he will be extremely important for installing the tablet software and choosing the correct software for integration.

Project Role	Name	Title
Project Sponsor	Omar Mubarak	Owner
Project Lead	Peta Tsosie	Project Manager
Team Members	Deanna Coleman	Director of Operations
	Carter Ward	Executive Chef
	Gilly Tyson	General Manager (North location)
	Alex Schmidt	General Manager (Downtown location)
	Nia Williams	General Manager (Waterfront)
	Zane Dutchman	Kitchen Manager (North location)
	Larissa Stein	Kitchen Manager (Downtown location)
	Seydou Diallo	Restaurant Technology Consultant