

Email Coalition

Email #1

From: Peta
To: Alex Scmidt

Subj: Expanding Tablet Rollout - Meeting follow up

Hi Alex! I hope you're doing well. It was great seeing you during our meeting yesterday to discuss Omar and Deanna's request to expand the pilot from just the bar area to all sections of the North and Downtown restaurants. I have the same concerns as you about expanding the rollout, like how this may affect all restaurant staff members. Two important goals of this project are to decrease burnout among our restaurant staff and to improve customer satisfaction.

I am asking you to help me keep the project to a strong start with the original plan of piloting the tablets in solely the bar areas. Convincing Omar and Deanna to agree to limit the rollout to the bar will allow us to limit risks and avoidable staff burden. Doing so would allow us to gradually hire more staff and to limit revenue challenges as we implement the tablets, and properly train and support current staff members.

Your help in sharing with Omar and Deanna the importance of starting strategically and then adapting to changes would be appreciated.

Please let me know if you have any further questions or concerns about this. I look forward to hearing from you soon.

Thank you for your consideration,
Torie

Email #2

From: Peta
To: Carter Ward
Subj: Expanding Tablet Rollout - Meeting follow up

Hi Carter! I hope you're doing well. It was great seeing you during our meeting yesterday to discuss Omar and Deanna's request to expand the pilot from just the bar area to all sections of the North and Downtown restaurants. I have the same concerns as you about expanding the rollout, like how this may affect all staff members, especially cooking staff. Two important goals of this project are to decrease burnout among our restaurant staff and to improve customer satisfaction.

I am asking you to help me keep the project to a strong start with the original plan of piloting the tablets in solely the bar areas. Convincing Omar and Deanna to agree to limit the rollout to

the bar will allow us to limit risks and avoidable staff burden. Doing so would allow us to gradually hire more staff and to limit revenue challenges as we implement the tablets, and properly train and support current staff members.

Your help in sharing with Omar and Deanna the importance of starting strategically and then adapting to changes would be appreciated.

Please let me know if you have any further questions or concerns about this. I look forward to hearing from you soon.

Thank you for your consideration,
Torrie