



Project Charter: Sauce and Spoon Charter

DATE: 10/3/2020

Project Summary

A project to rollout menu tablets to help serve customers faster and with ease. The project should increase sales and customer satisfaction.

Project Goals

- Install menu tablets at 2 locations in the bar areas. Sauce & Spoon North and Sauce & Spoon Downtown by TBD
- Add menu system to recommend an appetizer as a form of upselling before the system launches
- Reduce current table-turns by 30 minutes within 2 months of system launch.
- Increase daily guest count by 10% by next quarter after launch.
- Appetizer and drink sales increase 15% total across 2 stores. 10 % north location and 20% in the downtown location by next quarter after launch

Deliverables

- Reduce table turn by 30 minutes per shift by decreasing order wait at launch.
- Increase daily customer count by 10% by increasing order delivery times by the following quarter after launch.
- Improved customer satisfaction by decreasing order delivery time by 20% at

launch.

- Sales increase avg check order of \$75 by upselling appetizers and drink orders at launch
- Decrease server turnover of 50% to 35% by relieving workload of servers turning tables at launch.

Scope and Exclusion

In-Scope:

- Installing menu tablets
- Add menu system for upselling appetizers/drinks
- Increasing daily customer count
- Improve customer satisfaction
- Increased sales
- Decrease Server turnover

Out-of-Scope:

- Comping customer complaints - policy change
- Employee satisfaction

Benefits & Costs

Benefits:

- Increased sales
- Increased income for servers
- Improved customer satisfaction

Costs:

- Training Materials and fees - \$10,000
- Hardware and software implementations across locations - \$30,000
- Maintenance (IT fees through EOY) - \$5000
- Updated website and menu fees - \$5000
- Other customizations fees - \$550

Appendix:

- 10/3/2022 - North and downtown stores didnt think they would have the same

level of success with increased appetizer sales because of Business locals at one store. It was agreed on a 15% increase goal, but different values for each store. **This has been resolved and both stores have separate metrics.**

- 10/3/2022 -One stakeholder wants to reallocate funds from hiring the front end to the back end. Hire more cooks. Another stakeholder said they do not want to do anything till they see the results of the menu tablets. **This has been removed as a goal for this project.**
- Not all stakeholders want to add a policy change on comping food orders at this time. - **Stakeholders are willing to discuss metrics for such a goal but outside of this project.**
- Not all stakeholders agree that a goal should be to improve employee satisfaction based on not having good metrics to go by. **They did agree that it is important, but such be looked at closer in a separate meeting.**