

Activity: Email Coalition

From: Peta

To: Seydou

Subj: Request for Support and Insights on Tablet Menu Scope Expansion

Good afternoon, Seydou,

I hope this email finds you well and energized. This past week has been a whirlwind as we've been crunching through project planning and keeping everyone on track.

I wanted to discuss the request to expand the scope of the Tablet Menu to the entire restaurant. With your insight and experience in previous projects, I believe you can provide valuable perspectives on the pros and cons of this expansion and why it might be better to remain within the originally set scope.

You stated a few important points that I keep returning to.

- Piloting in a smaller area, like the Bar, provides a lower risk of having a negative impact on the dining experience expected by customers.
- On the operational side, a smaller area provides fewer negative risks that are easier to correct short term. Leading to:
 - Higher customer satisfaction
 - Stronger employee morale, as staff feel better supported during the transition
 - The ability to correct issues more discreetly, leading to a positive outward image
- Alleviated budget concerns, as less is wasted and it's easier to scale up upon success than scale down

In light of our recent discussions, several team members have expressed concerns that I believe warrant further attention, even amid the general support for a full-scale rollout. I am reaching out to seek your additional support in approaching Omar and Deanna regarding these points.

Your experience and insights as a Restaurant Consultant would be invaluable, especially if you have any examples from previous projects that could shed light on how similar situations were managed.

Thank you for your consideration and support.

Best regards,
Peta Tsoie
Project Manager

The logic behind my top 3 Choices:

1. Carter - Most Influence/Power at the table, however has already expressed concern on the expansion of the scope to Omar/Deanna. He already supports where we are at but shows hesitation in pushing further.
2. Gilly - Of all the staff, she holds the highest seniority of the team. If she says it can be done, it can be done. If she says it can not, then it can not. Most fall under her in terms of influence, however it also has the hindrance of over-confidence that can harm overall rollout. (Just because you can roll with the punches, doesn't mean you should have to.)
3. **Seydou** - Seydou has more Power than most in the team, though less than Carter, Deanna and Omar, and the least amount of Ego involved in the project. He holds more experience in managing these kinds of projects and has already experienced more success and failure to have the insight in how best to roll out these kinds of projects.