

Project Name: **Menu Tablets**  
 Description: Rolling out tabletop menu tablets to assist customers with quick, easy ordering options.  
 Client/Owner: Sauce & Spoon  
 Project Manager: Peta  
 Assistant: Andrea  
 Primary Deadline: **August 30, 2024**  
 Status: **Complete**

[Shared Folder](#)



**Key Documents / Artifacts** **Status** **Last Updated**

All dates are relative to completion for personal reference, not project specifically indicated.

<a href="#">Project Proposal</a>	<a href="#">OKRs</a>	To purchase and implement a Table Menu service in the Bar Area of two (2) Sauce & Spoon restaurants.	Complete	6/26/2024
<a href="#">Stakeholder Analysis</a>		<a href="#">Org Chart &amp; Team</a> <a href="#">SLIDES</a>	Complete	7/2/2024
<a href="#">Project Charter</a>	<a href="#">DOCUMENT</a>	Scope, Goals, Deliverables, Sign-off	Active	7/2/2024
Budget		Expected Budget included in the Charter Tab	Complete	6/28/2024
<a href="#">Project Plan</a>		Breakdown of Tasks and expected timeline	Complete	7/5/2024
<a href="#">Timeline (WSB)</a>	<a href="#">GANIT - Final</a>		Active	7/5/2024
<a href="#">RISKS</a>		Risk Management Breakdown, Includes Scope for Reference	Complete	7/8/2024
<a href="#">Quality Evaluation</a>	<a href="#">QS Eval &amp; Survey</a>	Quality Standard Breakdown, Evaluation, Indicators & Ideal Survey Questions	Complete	7/10/2024
<a href="#">Test Launch Findings</a>		Presentation of the Test Launch	Complete	7/9/2024
<a href="#">Retrospective</a>		Retrospective Review of Findings and Feedback	Complete	7/9/2024
<a href="#">Close Out Report</a>		Compile and Archive the important aspects of the project	Complete	7/10/2024
Project Impact Repo	<a href="#">Executive Summary</a>	Presentation of the Impact Report (Prefilled) Executive Summary Attached.	Complete	7/10/2024

**Sprint Projects** **Status** **Deadlines:** **Invoice #** **Status** **DUE** **Last Updated**

Menu Software Installation	Completed	7/9/2024	123455	PAID		7/9/2024
Tablet Installation	Completed	7/9/2024	123456	PAID		7/9/2024
Training Program	Completed	7/5/2024	###	N/A		7/5/2024

**Resources:**

<b>Week 1</b>	<a href="#">Meeting - Project Goals</a>	<b>Week 2</b>	<a href="#">Historical Project Plan</a>	<b>Week 3</b>	<a href="#">Meeting: Weekly Check-In</a>
<b>Week 1</b>	<a href="#">Email - Project Goals</a>	<b>Week 2</b>	<a href="#">Email: Tablet Logistics</a>	<b>Week 3</b>	<a href="#">Document: Customer Survey Results</a>
<b>Week 1</b>	<a href="#">Email - Sales Goal Details</a>	<b>Week 2</b>	<a href="#">Meeting: North Location</a>	<b>Week 3</b>	<a href="#">Meeting: Retrospective</a>
<b>Week 1</b>	<a href="#">Video Email Chat - Guest Wait Times</a>	<b>Week 2</b>	<a href="#">Meeting: Waterfront Location</a>		
<b>Week 1</b>	<a href="#">Meeting - Scope Details</a>	<b>Week 2</b>	<a href="#">Meeting: Tablet Training</a>		
<b>Week 1</b>	<a href="#">Stakeholder Introduction</a>	<b>Week 2</b>	<a href="#">Meeting: Software Installation</a>	<b>Week 4</b>	<a href="#">Document: Sauce &amp; Spoon Company OKRs</a>
<b>Week 1</b>	<a href="#">Meeting: Identify Mutual Benefits</a>	<b>Week 2</b>	<a href="#">Meeting: Menu and Coupons</a>	<b>Week 4</b>	<a href="#">Email: Tablet Contract Update</a>
<b>Week 1</b>	<a href="#">Email to: Coalition</a>	<b>Week 2</b>	<a href="#">Meeting: Tablet Shipping Estimate</a>	<b>Week 4</b>	<a href="#">Email: Post Project Launch Check-in</a>
		<b>Week 2</b>	<a href="#">Meeting: Project Update</a>		

**PROJECT CHARTER**

CREATED 06/27/2024 REVISED 07/02/2024

**Menu Tablets**

DOCUMENT FORM

**SUMMARY** OR SCOPE

**GOALS & DELIVERABLES** OVERALL RESULTS WANTING TO ACHIEVE

**BUDGET** ESTIMATE

**TEAM** STAKEHOLDER SIGN OFF

<b>Project Sponsor/Client</b>		
Deanna Coleman	Director of Operations	✓
<b>Project Manager</b>		
Peta Tsosie		✓
<b>Project Assistant</b>		
Andrea F.		✓
<b>Core Team</b>		
Omar Mubarak	Owner	✓
Carter Ward	Executive Chief	✓
Gilly Tyson	General Manager, North	✓
Alex Schmidt	General Manager, Downtown	✓
Zane Dutchman	Kitchen Manager, North	n/a
Larissa Stein	Kitchen Manager, Downtown	n/a
Seydou Diallo	Restaurant Consultant	✓
Nia Williams	General Manager, Waterfront	n/a

**Project Summary**

To purchase and implement a Table Menu service in the Bar Area of two (2) Sauce & Spoon restaurants.

**Goals & Objectives**

The goal of the Tablet Menu project is to help reduce the wait time for guests, allow for faster turnaround time on orders, and improve guest service, and communication on orders to reduce ticket errors that have previously resulted in elevated numbers through comping meals.

**MISC**

**Key Success Metrics** DT N Target Achieved

Reduce Table Turn Time by 30 min			50 min
Increase Daily Guest Average			10%
Cut food waste			25%
Increase appetizer sales by X%			X%
Reduce guest wait time by X%			X%

**Accessibility Considerations**

**Deliverables**

- Install Tablet Menus
- Implementation Order Management Software
- Customized Order System
- Develop Selling Features
- Train Staff
- Monitor Performance / Customer Survey

**Budget Needed (EST)** \$50,550

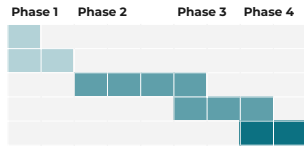
Terrific Tablets	
Project Investments (Costs)	Estimated Cost
Training material and fees	\$10,000
Hardware and Software Implementation	\$30,000
Maintenance (IT Fees through EOY)	\$5,000
Updated website and menu design fee	\$5,000
Other customization fees	\$550

**TIMELINE(S)**

TIMELINE, SCHEDULE OR MILESTONES

**Timeline** ESTIMATE

- Project Definition & Initiation
- Confirm Target Metrics
- Development
- Implementation
- Review and Close



**COLOR KEY**

- 1 Week Average 5 Day Work Week
- Phase 1 Initiation & Planning
- Phase 2
- Phase 3 Testing and Revision
- Phase 4 Rollout & Review



**SCOPE**

- IN** Drinks
- IN** Appetizers
- IN** Offer Add-ons
- IN** Offer Coupons/Deals
- IN** Ability to modify menu items (Drinks and Appetizers ONLY)
- IN** Integration with POS and Host Software
- OUT** Main Menu (breakfast, lunch, dinner)
- OUT** Final Ticket Sale (Relook with Tablet Packages)
- OUT** Table Tracking (Host Software)
- OUT** Policy Change on Reduced Waste (See Appendix)
- OUT** Improving Kitchen Staff Satisfaction (See Appendix)



## Quality & Evaluation

Menu Tablets - Continued

CREATED 7/7/2024

REVISED 7/9/2024

YES/NO	QS Category	QS Criteria/Description	Evaluation Questions	Evaluation Indicators	
<input type="checkbox"/>	1	<b>Customer Satisfaction</b>	98% Order Accuracy	How will providing a customizable option impact order accuracy?	Number of Re-Made or Returned Orders
<input type="checkbox"/>	2	<b>Customer Satisfaction</b>	Reduce Turndown by 30 Minutes	How can improving the efficiency of orders impact table turndown time?	Time Order-in to Check-out in App
<input type="checkbox"/>	3	<b>Customer Satisfaction</b>	Reduce Table Wait Time to 10 Minutes or Less	How can improving the efficiency of orders impact table wait time?	Time Track by Hostess at entry to restaurant. Record wait times over 10 minutes.
<input type="checkbox"/>	4	<b>Customer Satisfaction</b>	Check out Time in one (1) minute or less	How can using a tablet for checkout improve the check-out time?	Time Check-out in App
<input type="checkbox"/>	5	<b>Customer Satisfaction</b>	All guests greeted at their table within 2 Minutes	How can we maintain customer connection with a digital device?	Manager Observation when Customers are not greeted regularly, Employee Performance
<input type="checkbox"/>	6	<b>Customer Satisfaction,</b>	Orders arrive within 8-15 Minutes of being placed	How can we speed up the service?	Time from incoming order to order outgoing
<input type="checkbox"/>	7	<b>Ease of Use</b>	Customers browse and order in under 5 minutes	What are the design expectations for guests?	Time incoming Tickets from time seated
<input type="checkbox"/>	8	<b>Ease of Use</b>	Customers browse and order in under 5 minutes	Are items in the menu listed under appropriate tabs with descriptions of all ingredients or	Time incoming Tickets from time seated
<input type="checkbox"/>	9	<b>Functionality</b>	Less than 5% of customers report technical issues each week	What technical issues should we keep in mind?	Number of reported technical issues
<input type="checkbox"/>	10	<b>Effectiveness</b>	Increase customer retention in tablet areas by 5%	How can we ensure customer retention in tablet areas?	Customer retention rate in tablet areas
<input type="checkbox"/>	11	<b>Functionality</b>	Customers browse and order in under 5 minutes	Is there a way to indicate unavailable items in the menu?	Time incoming Tickets from time seated
<input type="checkbox"/>	12	<b>Productivity</b>	BoH Staff reduce waste of food by a certain percentage	How much time is wasted remaking food due to order inaccuracies?	Number of Re-Made or Returned Orders vs time spent on order
<input type="checkbox"/>	13	<b>Productivity</b>	Management gains 20% more floor time with customers each week	How can staff be allocated more effectively to manage different areas and services?	Time Block Observation
<input type="checkbox"/>	14	<b>Effectiveness</b>	Reduce Food Costs	How can order accuracy impact food costs?	Number of Re-Made or Returned Orders

## Quality Standard Survey

CREATED 7/7/2024

Order of Questions TBD

REVISED 7/9/2024

No.	Question Type	Survey Question	Option #1	Option #2	Option #3	Option #4	Option #4	
1	Scaled	How long did you wait to be seated at a	Seated Right Away	Seated Shortly after	Waited 10 Minutes or	Waited over 10 Minutes	Waited over 20 minutes	
2	Multiple choice	How confident are you with our tablet system	1 - Lacking	2 - Mediocre	3 - Neutral	4 - Good	5 - Great	
11	Scaled	On a scale of 1-5, how EASY was it to use the	1 - Difficult	2 - Slightly difficult	3 - Neutral	4 - Fairly easy	5 - Very easy	
3	Scaled	How long did it take for you to receive your	Under 5 Minutes	Under 10 minutes	Under 15 Minutes	Over 15 Minutes	Over 20 minutes	
4	Multiple choice	What did you Order?	Beverage	Appetizer	Dinner	Dessert		
5	Yes/No	Did you receive the correct Order?	Yes	No	n/a			
6	Open-ended	If No, tell us what went wrong.	<b>INPUT BOX</b>					
7	Scaled	How confident are you with check-out	1 - Difficult	2 - Slightly difficult	3 - Neutral	4 - Fairly easy	5 - Very easy	
13	Yes/No	Did you sign up for our [Newsletter/Deals] on	Yes	No	n/a			
8	Scaled	Overall how would you rate your experience	1 - Lacking	2 - Mediocre	3 - Neutral	4 - Good	5 - Great	
9	Open-ended	Based on your experience, what are the	<b>INPUT BOX</b>					
10	Open-ended	Based on your experience, what are some	<b>INPUT BOX</b>					
12	Multiple choice	How would you rate this experience vs. a	I liked the tablet	I would like a mix of	I disliked the tablets, and	I don't have a preference.		
14	CLOSING	Thank you for taking the time to fill out our survey. We deeply value your opinion and will take all feedback under consideration as we work through this new system.						

## Retrospective Review

CREATED 7/7/2024

REVISED 7/9/2024

Feedback From:	Type:	Description:	Evidence:	Actions:
Customer Feedback	Went Well	The tablets were fun!- I liked the tablets		
Customer Feedback	Went Well	It felt like we got through our dinner faster		
Customer Feedback	Went Well	I liked the video about Sauce & Spoon on the tablet		
Customer Feedback	Went Well	The tablet were cool but I think we need to get used		
Project Team	Went Well	Seydou: we discovered a few technical issues during	Technical issues were one of the issues commented	Issues are currently being addressed by Seydou and
Project Team	Went Well	How to deal with issues moving forward?		<b>Process Manual Updated with the new issues</b>
Project Team	Went Well	Keeping the Vendor on Task.	Weekly calls with vendor helped stay on task and	<b>Recommend: Weekly Checkin's for Future Project</b>
Project Team	Went Well	Seydou: I'd also like to add that tablet	There was some vacation time that was	Time Accountaibility via the Vendor's team, and the
Project Team	Went Well	Improving table turn time	Alex - 15% improvement on speed	Encouraged shorter time waitstaff was at the table,
Project Team	Neutral	Zane: More time with the BoH to ensure operations	The BoH struggled to keep up with tickets and was	Operational observations to help with support.
Customer Feedback	Needs Improvement	The screen froze / It kept freezing but after the waiter		
Customer Feedback	Needs Improvement	The Tablet Glitches, The tablet was glitchy but it		
Customer Feedback	Needs Improvement	I only had cash, I didn't realize I couldn't use it so		Provide a support options to allow for cash purchase
Customer Feedback	Needs Improvement	It would be faster if I could just check out with my phone		
Customer Feedback	Needs Improvement	Please give us the option in the future of choosing a		
Customer Feedback	Needs Improvement	Wrong entree was brought out		
Customer Feedback	Needs Improvement	Didn't leave off the parsley, Didn't leave off the		
Customer Feedback	Needs Improvement	Didn't make the substitution I wanted		
Customer Feedback	Needs Improvement	Entree was overcooked		
Project Team	Needs Improvement	Gilly: One area we could still improve is table turn	Gilly - We didn't see as much of a decrease as we wanted to in that area.	
Project Team	Needs Improvement	Zane: Tickets came through at a good pace and were		
Project Team	Needs Improvement	Larissa: Yes, we noticed that as well. Not as many as	Larissa: On the plus side, we've already started	<b>Implimenting updates on Kitchen Operations.</b>
Project Team	Needs Improvement	Not a lot of sign-ups for the Birthday Club.	Only 16% signed up, 84% did not sign up.	Seydou: This info is helpful for future research for
Project Team	Needs Improvement	I noticed that as we started implementing the	That impacted the team's ability to carry out tasks	So for the next rollout, we want to do a better job of
Project Team	Needs Improvement	Larissa: We also noticed there's a lack of	Miscommunications and expectations between the	Development of a more Comprehensive Training
Project Team	Needs Improvement	Kitchen Management felt they were less important		Brainstorm ideas with the Team to help ensure equal
Project Team	Needs Improvement	Customers stayed at their table about the same as	Waitstaff were instructed to allow customers to take	While atmosphere is important, we would like to

## RISKS

RISK PROTOCOL

### 1 Kitchen is Understaffed

*RISK* Unable to meet time constraints with currently available kitchen staff.

*Mitigate 1* Temporary Hire - 1-2 BoH staff and train before launch to help mitigate the risk.

*Mitigate 2* Cross-Train willing FoH staff to help with BoH until a new hire is ready to step in to the role.

*Mitigate 3* Offer additional hours to staff willing to take on additional hours to cover peak times.

### 2 Menu Availability

*RISK* Not having a complete or updated menu for Marketing to pre-load into the system.

*Mitigate 1* Schedule time with Carter to have a full menu ready by launch.

*Mitigate 2* Request major menu changes happen after the Launch and have the team update it after training.

*Mitigate 3* Provide a smaller menu that could work for training and testing until the full menu is completed.

### 3 Problem

*RISK* What is the Problem?

*Mitigate 1* What is a possible way to mitigate or avoid the problem?

### 4 Problem

*RISK* What is the Problem?

*Mitigate 1* What is a possible way to mitigate or avoid the problem?

### 5 Problem

*RISK* What is the Problem?

*Mitigate 1* What is a possible way to mitigate or avoid the problem?

## GOALS & DELIVERABLES

REFERENCE

### Key Success Metrics

DT	N	Target	Achieved
		50 min	
		10%	
		25%	
		X%	
		X%	

### Accessibility Considerations

### Deliverables

- Install Tablet Menus
- Implementation Order Management Software
- Customized Order System
- Develop Selling Features
- Train Staff
- Monitor Performance / Customer Survey

## SCOPE

REFERENCE

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**PROJECT CHARTER**

CREATED 06/27/2024 REVISED 07/01/2024

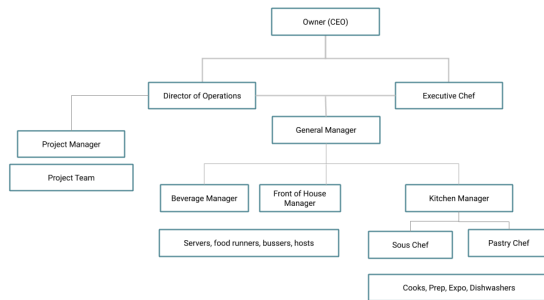
**Menu Tablets - Continued**

**Stakeholder Analysis**

USE AS NEEDED

**TEAM** STAKEHOLDER SIGN OFF

TEAM	ROLE	POWER (H/M/L)	INTEREST (H/M/L)	PRIMARY INTEREST	NOTES
<b>Project Sponsor/Client</b>	Project Sponsor/Client	H	L	Goal	As CEO and Owner of the company, Omar is placed in the Manage Closely. This is with limited information, as it is possible that Omar is better suited in the Keep Satisfied depending on how hands-off on the project, and how much power he has allotted to Deanna in decision-making.
Omar Mubarak					
<b>Project Manager</b>	Project Manager			Scope	
Peta Tsosie					
<b>Project Assistant</b>	Project Assistant			Scope	
Andrea F.					
<b>Core Team</b>					
Deanna Coleman	Director of Operations	H	H	Scope	Deanna is firmly in the Manage Closely, with the highest level of power on the project itself, specifically when it comes to connection, influence and final decisions as the primary sponsor of the project.
Carter Ward	Executive Chief	H	M	Quality	Carter is in the Keep Satisfied, as he is similar in power levels with Deanna Coleman, but his interest level is a little lower as his focus is primarily in the back of the house, though certainly worth watching as the discussion about Waste Management and Policy.
Gilly Tyson	General Manager, North	M	H	Time	Gilly is in the Show Consideration, with a little more power than Alex as she has been in the industry for a lot longer and holds some influence over Alex, whom she trained.
Alex Schmidt	General Manager, Downtown	M	H	Time	Alex, also in the Show Consideration, as he holds a high interest in the rollout of the project, like Gilly. They sit in the medium level for power but high influence/interest.
Nia Williams	General Manager, Waterfront	M	M	Time	Nia is solidly in the middle of Monitor and Show Consideration, as her power level is the same as Gilly and Alex, but her input and interest holds a little less influence because she is able to see the rollout on the other two stores and not her own, learning more from it to gather input without it directly impacting her store.
Zane Dutchman	Kitchen Manager, North	L	L	Cost	Zane is the lowest on the totem pole in the Monitor section. While it's important for him to buy in to the project, he is the newest to the company and is still in the stage of learning the ropes to know what does work. It will be part of his job to implement, so in terms of training he would be the likely benchmark for success at rollout.
Larissa Stein	Kitchen Manager, Downtown	L	L	Cost	Larissa is also in Monitor, however despite her being new she holds more experience than Zane and has a higher interest and power than him in the overall table. She is the second to lowest.
Seydou Diallo	Restaurant Consultant	L	M	Scope	This one was curious to me, and I put Seydou in the middle of Manage Closely and Show Consideration. While he does not hold the same power as Carter, Deanna, and Omar, he is an expert in his field which is specific to his level of power and interest. He was hired to have a say specifically in this project, so it is definitely worth managing.





# PROJECT CHARTER

CREATED 06/27/2024 REVISED 07/01/2024

## Menu Tablets - Continued

### Participant

#### Project Sponsor/Client

Deanna Director of Operations

#### Project Manager

Peta

#### Project Assistant

Andrea

#### Core Team

Gilly General Manager, North

Alex General Manager, Downtown

Seydou Restaurant Consultant

#### Additional Stakeholders

Corey Executive Chef



### Appendix

USE AS NEEDED

#### month/28 Product Mix Goal

*Suggested* Increase Appetizer Sales by 10%, Receipt Sales average from 65\$ to 75\$

*Agreement* Goal of 15% overall, with 10% at the North loc and 20% at the Downtown loc.

*On the Table* Average Receipt Sale Increase Goal

#### month/28 Guest Wait Time Goal

*Suggested* Add an additional goal of reducing Guest Wait Time in addition to Table Turn Time.

*Agreement* Guest Wait Time will naturally reduce alongside the Table Turn Time. Instead of both as a goal, Guest Wait Time has been dropped as it is less clear and difficult to measure as a goal.

#### month/28 Allocation of Budget for BOH Staff Goal

*Suggested* A reduction of staff in the FOH to the BOH to account for the additional workload in the kitchens due to order increasing.

*Agreement* Without a base metric on need, it is agreed to observe the current staff after the launch of the tablet feature and gather metrics from APRIL to JUNE.

#### month/1 Policy Change on Food Waste - Replacement Meals

*Suggested* Replacement Meals on orders through the tablet on 'claims' they were made wrong.

*Agreement* A policy on meal replacements will not be tied to the tablet rollout. However, it will remain a consideration for adjustment in a commitment to reduce food waste per OKRs.

*Agreement* A separate policy will be discussed separately, and all in agreement that this is out of the scope of the current project.

#### month/1 Employee Satisfaction

*Suggested* Setting a Goal to improve the satisfaction for the current staff and reduce employee turnover.

*Agreement* As there is no current way to measure the scope of this Goal, it is in consideration until a measurement is agreed upon to be added to In Scope.