



Project Charter: Sauce & Spoon Tabletop Menu Tablets Pilot

DATE: 08/08/2026 (Updated - Scope, Benefits & Costs, Appendix)

Project Summary

Sauce & Spoon will pilot guest-facing tabletop ordering tablets in the bar section of two locations, Sauce & Spoon North and Sauce & Spoon Downtown, launching in April and with results measured through the end of June. The tablets will let guests order and pay independently, supporting goals to reduce table turn time, increase guest counts, raise average check value, grow appetizer sales, and cut food waste, while integrating with the restaurant's existing POS and host systems. The pilot supports Sauce & Spoon's broader commitment to innovate through guest-facing technology and run an efficient, profitable business.

Project Goals

SMART criteria (Specific, Measurable, Attainable, Relevant, Time-bound).

- Reduce average table turn time in the pilot bar sections from approximately 80 minutes to 50 minutes (a 30-minute reduction) so tables can be served, cleared, and reset more quickly without rushing the guest experience, measured from the April pilot launch through June 30.
- Cut food waste by 25% by reducing comped-meal costs tied to order inaccuracies, using guest-entered tablet orders to lower ticket errors, measured from the April pilot launch through June 30.
- Raise the average guest check total from \$65 to at least \$75 by June 30, driven by tablet-based appetizer and specialty-drink upsell prompts and coupons introduced at the April pilot launch.
- Complete and test the integration between the tablet system and Sauce & Spoon's existing POS and host software, targeting a system error rate of TBD% or lower, fully tested and functional before the April pilot launch.
- Train 100% of bar-section staff at both Sauce & Spoon North and Sauce & Spoon Downtown to proficiently operate the new tablet system before the April pilot launch.

Remaining goals (already close to SMART, retained as drafted):

- Increase average daily guest counts by 10% at the two pilot locations.

- Increase appetizer sales by an average of 15% across the pilot, calibrated by location: 10% at Sauce & Spoon North and 20% at Sauce & Spoon Downtown.
- Maintain Sauce & Spoon's guest-experience standards (an enjoyable dining experience and a 4.5/5 average rating) while speeding up service.
- Support Sauce & Spoon's company-wide commitment to consistently innovate through annual customer-facing technology projects.

Deliverables

- A selected tablet vendor and package confirmed to include menu item add-on and coupon features for appetizers and specialty drinks.
- Tablets installed at every table in the bar section of both Sauce & Spoon North and Sauce & Spoon Downtown.
- A tested integration between the tablet system and Sauce & Spoon's existing POS and host software, achieving a system error rate of TBD% or lower, completed before the April launch.
- A staff training plan and materials, resulting in 100% of bar-section staff at both locations trained and proficient before the April launch.
- A tracking mechanism for coupon redemption and appetizer/specialty-drink sales, calibrated by location (10% target at North, 20% at Downtown).
- A pilot rollout schedule targeting an April launch, with results measured through the end of June.
- A reporting process for tracking table turn time, guest counts, average check total, and food waste reduction against the 25% target.

Scope and Exclusion

In-Scope:

- Tabletop tablets installed and operating in the bar section of Sauce & Spoon North and Sauce & Spoon Downtown, enabling guest ordering and independent bill payment.
- Menu item add-on/upsell prompts and coupon display for appetizers, entrees, and specialty drinks.
- Integration between the tablet system and Sauce & Spoon's existing POS and host software.
- Training for bar-section staff at the two pilot locations on the new tablet system.

Out-of-Scope:

- Tablets or ordering changes in any restaurant section other than the bar area.
- Locations other than Sauce & Spoon North and Sauce & Spoon Downtown.
- Company-wide rollout beyond the two-location pilot (a future decision, pending pilot results).
- Menu content changes, kitchen equipment, or back-of-house workflow changes beyond what's needed to support tablet ordering.
- BOH/FOH payroll reallocation and additional kitchen hiring - deferred pending pilot data (see Appendix).

- Changes to the guest order-return / meal-comp policy - being addressed separately by Deanna and Carter, outside this project (see Appendix).
- A formal kitchen (BOH) staff satisfaction or turnover goal - out of scope unless Carter provides specific, measurable metrics to incorporate (see Appendix).

Benefits & Costs

Benefits:

- Faster table turn time supports higher guest throughput and progress toward the 10% guest-count increase goal.
- Increased product mix and revenue through tablet-driven upsell and coupon features, targeting a \$65-to-\$75 average check increase.
- Lower food waste and fewer comped-meal costs from more accurate, guest-entered orders.
- Pilot data (guest counts, turn time, product mix) to inform a potential company-wide rollout decision.
- The total estimated investment (~\$50,550) falls well under Sauce & Spoon's \$100K OKR threshold that triggers mandatory investment analysis, keeping approval friction and financial risk low relative to the pilot's potential gains.

Costs (Terrific Tablets quote):

- Training materials and fees: \$10,000.
- Hardware and software implementation across both pilot locations: \$30,000.
- Maintenance (IT support fees through end of year): \$5,000.
- Updated website and menu design fee: \$5,000.
- Other customization fees: \$550.

Total estimated cost: \$50,550.

Appendix:

Source Materials:

- Sauce & Spoon Menu Tablets Project Proposal (Deanna Coleman, Director of Operations).
- Kickoff meeting transcript: "Clarifying Project Goals" - Peta, Deanna, Gilly, Alex, and Seydou.
- Sauce & Spoon Company OKRs.
- Email exchange: "Additional Project Goals" - Deanna and Peta.
- Email exchange: "Sales Goal Details" - Peta, Alex, and Gilly.
- Video chat transcript: "Decrease Guest Wait Time" - Peta, Gilly, and Alex.
- Meeting transcript: "Scope Details" - Deanna, Carter, Gilly, Alex, and Peta.
- Tablet Cost document - Terrific Tablets vendor quote.

Misalignments & Decisions:

1. Kitchen (BOH) staffing and payroll reallocation

- Stakeholders: Deanna and Alex vs. Peta and Gilly.
- Disagreement: Deanna and Alex want to reallocate front-of-house (FOH) payroll savings to hire additional back-of-house (BOH) staff - line cooks, bussers, and runners - to handle demand once table turn time improves. Peta is hesitant to commit to this without data on tablet performance and revenue impact, and Gilly does not want to give up FOH budget in case more hosts or bartenders are needed.
- Decision-maker: Peta (Project Manager), with final sign-off from Deanna (Project Sponsor).
- Resolution: Deferred. Payroll reallocation and BOH hiring are not included as a current goal or deliverable in this charter. The team will revisit the decision once tablet performance and revenue data are available at the end of the pilot measurement window (through the end of June).

2. “Reduce guest wait time” as a standalone goal

- Stakeholders: Deanna (originally proposed the goal) vs. Peta, Alex, and Gilly.
- Disagreement: Peta viewed decreasing guest wait time as redundant with the table-turn-time goal. Alex agreed to remove it. Gilly agreed conditionally, noting wait time also depends on how busy the restaurant is, and wanted Deanna's buy-in since she originally proposed the goal.
- Decision-maker: Deanna, as the stakeholder who originally proposed the goal.
- Resolution: The project team recommends removing “reduce guest wait time” as a separate goal, with wait-time improvement tracked as an expected outcome of the table-turn-time goal instead. This goal has been removed from the charter; Peta still needs to confirm this decision with Deanna before it is considered final.

3. Guest order-return / food-waste policy change

- Stakeholders: Carter and Alex vs. Gilly.
- Disagreement: Carter assumed the tablet rollout would come with a policy change eliminating free meal replacements when a guest disputes their order, since the tablet would show exactly what was ordered. Alex supported the idea. Gilly opposed it - she had not agreed to any policy change, felt it would push servers into a guest-facing “fact-checking” role that could hurt the guest experience, and argued policy changes should be handled outside the tablet project.
- Decision-maker: Peta (Project Manager), with Deanna and Carter to own follow-up.
- Resolution: Resolved. The group agreed the return/comp policy change is out of scope for this project. Deanna and Carter will address it separately, and Peta will fold any resulting changes into future project goals once finalized (see related misalignment below on food waste metrics).

4. Food waste as the driver behind the return-policy request

- Stakeholders: Carter vs. Peta.
- Disagreement: Carter framed food waste from returned/incorrect orders as the main reason a return-policy change was needed. Peta noted the food waste goal, as originally scoped, did not account for a related factor Carter raised: his kitchen's own wait-time performance metrics suffer when the kitchen is slammed by returns during busy periods - meaning food waste and kitchen throughput are related but distinct issues that the original goal didn't fully capture.
- Decision-maker: Peta (Project Manager).
- Resolution: Resolved. Peta agreed to revise the food waste goal in a future charter update to include a kitchen wait-time metric that better reflects Carter's team's performance during high-volume, high-return periods, rather than treating food waste as a single, isolated number.

5. Kitchen (BOH) staff satisfaction as a project goal

- Stakeholders: Carter vs. Peta.

- Disagreement: Carter wants to add a goal around improving kitchen staff satisfaction, citing high turnover. Peta feels employee satisfaction should be measured independently of the tablet launch and was not comfortable committing to a specific goal without a defined way to measure it.
- Decision-maker: Peta (Project Manager).
- Resolution: Conditionally resolved. Peta agreed to include the goal only if Carter supplies a specific, measurable way to track it. Not yet added to the Goals section; pending metrics from Carter.