

Sauce & Spoon Project Plan

Task ID	Task	Notes	Start Date	Due Date	Duration	Task Owner	Status	PHASE ONE			PHASE TWO			PHASE THREE			PHASE FOUR						
								WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11	WEEK 12				
								M	T	W	F	M	T	W	F	M	T	W	F	M	T	W	F
1	Milestone: Receive tablets at North and Downtown restaurants																						
1.1	Choose the tablet seller	Seydou mentions that the tablet service will be offered by Terrific Tablets			1 day																		
1.2	Create contracts and statements of work for the supplier				3 days																		
1.3	Select a type of tablet that is ideal for table top use				1 day																		
1.4	Select the appropriate branding and design pack for tablets				1 day																		
1.5	Update the menu interface to match the Sauce & Spoon brand design	Seydou will work with the marketing team to carry out the branding properly			1 day																		
1.6	Design a mockup and upload the software to the tablets				5 days																		
1.7	Tablets are shipped and delivered	Basic tablets will be used for the launch, better tablets will be sought after the project has been successfully completed			11 days																		
2	Milestone: Testing the tablets at the North and Downtown locations																						
2.1	Update point-of-sale systems at North and Downtown restaurants				4 days																		
2.2	Integrate the point-of-sale system with tablets				4 hours																		
2.3	Upgrade and integrate tablets to facilitate communication with back-end computers in the main office				3 hours																		
2.4	Hire an electrician to install the tablets on the tables in both restaurants	Seydou will work with Terrific Tablets to choose the right electrician			1 day																		
2.5	The electrician connects the tablets to the tables in both restaurants				6 days																		
2.6	Test new system in both restaurants				1 day																		
3	Milestone: Train managers and staff at the North restaurant to use the new tablet system																						
3.1	Prepare training materials to use the new tablet system				1 day																		
3.2	Pre-training meeting at North restaurant with management				1hr																		
3.3	Seydou trains and directs the tests at the North restaurant				2 hours																		
3.4	Pre-training meeting at North restaurant with staff				1hr																		
3.5	The manager trains and tests front-of-house personnel at the North restaurant				2 hours																		
3.6	Run a simulation of the new system with some selected guests in the restaurant				1 day																		
3.7	Milestone: Train managers and staff at the Downtown restaurant to use the new tablet system																						
4	Milestone: Launch of tabletop tablets at North and Downtown locations																						
4.1	Prepare training materials to use the new tablet system				1 day																		
4.2	Pre-training meeting at North restaurant with management				1hr																		
4.3	Seydou trains and directs the tests at the Downtown restaurant				2 hours																		
4.4	Pre-training meeting at North restaurant with staff				1hr																		
4.5	The manager trains and tests front-of-house personnel at the Downtown restaurant				2 hours																		
4.6	Manager trains and tests back-of-house personnel at Downtown restaurant				1 day																		
4.7	Run a simulation of the new system with some selected guests in the restaurant				1 day																		
5	Milestone: Determine the results of the surveys on the use of the new tablet ordering system																						
5.1	Send a message to key stakeholders about the launch date				1 day																		
5.2	Update marketing plan / social media / calendar				10 days																		
5.3	Launch of the desktop tablets in both restaurants				1 day																		
6	Milestone: Carry out the satisfaction survey																						
6.1	Create the right copy for marketing emails				3 days																		
6.2	Receive approval from Marketing for email sending				2 days																		
6.3	Generate the email list, segmenting by location				1 day																		
6.4	Create mailing automation and scheduling				1 day																		
6.5	Assign a team member to create the satisfaction survey				1 day																		
6.6	Carry out the satisfaction survey				10 days																		

Task Brainstorm

Task	Notes	Estimated Duration (Days)	Optimistic	Most Likely	Pessimistic	Confidence Rating (H/M/L)	Known Dates
Milestone: Receive tablets at North and Downtown restaurants							
Choose the tablet seller	Seydou mentions that the tablet service will be offered by Terrific Tablets	1				H	
Create contracts and statements of work for the supplier		3	3	4	7	H	
Select a type of tablet that is ideal for table top use		1				H	
Select the appropriate branding and design pack for tablets	Terrific Tablets offers branding packages at extra cost	1				H	
Update the menu interface to match the Sauce & Spoon brand design	Seydou will work with the marketing team to carry out the branding properly	1				H	
Design a mockup and upload the software to the tablets		5	4	5	7	H	
Tablets are shipped and delivered	Basic tablets will be used for the launch, better tablets will be sought after the project has been successfully completed	11	10	11	20	M	
Milestone: Testing the tablets at the North and Downtown locations							
Update point-of-sale systems at North and Downtown restaurants		1				M	
Integrate the point-of-sale system with tablets		4	3	4	7	L	
Upgrade and integrate tablets to facilitate communication with back-end computers in the main office		1				M	
Hire an electrician to install the tablets on the tables in both restaurants	Seydou will work with Terrific Tablets to choose the right electrician	1				H	
The electrician connects the tablets to the tables in both restaurants		6	5	6	10	M	
Test new system in both restaurants		1				M	
Milestone: Train managers and staff at the North restaurant to use the new tablet system							
Prepare training materials to use the new tablet system		1	1	3	7	H	
Pre-training meeting at North restaurant with management		1				H	
Seydou trains and directs the tests at the North restaurant		1	1	2	3	H	
Pre-training meeting at North restaurant with staff		1				H	
The manager trains and tests front-of-house personnel at the North restaurant		1	1	2	3	H	
Manager trains and tests back-of-house personnel at North restaurant		1	1	2	3	H	
Run a simulation of the new system with some selected guests in the restaurant		1				H	
Milestone: Train managers and staff at the Downtown restaurant to use the new tablet system							
Prepare training materials to use the new tablet system		1	1	3	7	H	
Pre-training meeting at North restaurant with management		1				H	
Seydou trains and directs the tests at the Downtown restaurant		1	1	2	3	H	
Pre-training meeting at North restaurant with staff		1				H	
The manager trains and tests front-of-house personnel at the Downtown restaurant		1	1	2	3	H	
Manager trains and tests back-of-house personnel at Downtown restaurant		1	1	2	3	H	
Run a simulation of the new system with some selected guests in the restaurant		1				H	
Milestone: Launch of tabletop tablets at North and Downtown locations							
Send a message to key stakeholders about the launch date		1	1	2	4	H	
Update marketing plan / social media / calendar		10	10	15	20	H	
Launch of the desktop tablets in both restaurants		1				H	
Milestone: Determine the results of the surveys on the use of the new tablet ordering system							
Create the right copy for marketing emails		3	3	5	7	H	
Receive approval from Marketing for email sending		2	2	4	5	M	
Generate the email list, segmenting by location		1	1	2	4	M	
Create mailing automation and scheduling		1				H	
Assign a team member to create the satisfaction survey		1	1	2	3	H	
Carry out the satisfaction survey		10				H	

Additional Resources (in Spanish)

Title	Link	Date Added	Notes
Claves del uso de tablets en la gestión de tu restaurante	https://www.camarero10.com/claves-del-uso-de-tablets-en-la-gestion-de-tu-restaurante/	6/28/2023	1. Evita información perdida y aumenta la facturación 2. Ahorra los desplazamientos de tus camareros, organiza a tu equipo 3. Mejora la comunicación entre la cocina y las diferentes salas
Menús digitales: qué son y cómo hacerlos	https://www.idgastronomic.com/menus-digitales-que-son-como-hacerlos/	6/28/2023	Adiós al menú físico. Adiós al contacto. Adiós al papel.
6 formas en que una tablet puede mejorar la experiencia de comer en un restaurante	https://foodservicemagazine.es/2019/11/6-formas-en-que-una-tablet-puede-mejorar-la-experiencia-de-comer-en-un-restaurante.html	6/28/2023	1. Haciéndolo más inclusivo 2. Haciendo todo más personal 3. Menús siempre actualizados 4. Minimizas las largas esperas 5. Minimizas el error humano 6. Poner a cocinar la comida
Cómo el buen uso de las tabletas digitales puede mejorar el funcionamiento de los restaurantes	https://www.diegocoquillat.com/en/como-el-buen-uso-de-las-tabletas-digitales-puede-mejorar-el-funcionamiento-de-los-restaurantes	6/28/2023	1.- Accesibilidad e inclusividad en el entorno del restaurante 2.- Personalización de las tabletas digitales y agregación de información a las bases de macrodatos 3.- La evolución tecnológica de las cartas 4.- Entretenimiento y paliativo contra las esperas imprevistas 5.- Minimización de errores humanos 6.- Mejora en el rendimiento general del establecimiento

Quality and Evaluation

Category	Criteria/Description	Evaluation Questions	Evaluation Indicators	Criteria Met?
Customer satisfaction	appetizers and 12-15 minutes for entrees.	with tablets?	and 12-15 minutes or less for entrees	FALSE
Customer satisfaction	less.	Do the tablets help save time?	Checkout is one minute or less	FALSE
Customer satisfaction	technical problems less than 5% of times per week	Do the tablets work as they should? Are the tablets easy to use?	Technical issues remain within 5% weekly 98% or more of customers receive their orders correctly	FALSE
Customer satisfaction	98% accuracy on customer orders	Do customers receive orders as requested?		FALSE
Customer satisfaction	The average waiting time in the lobby, for the customer to be seated at their table, is 10 minutes or less.	Is there less waiting for customers in the lobby to be seated?	Clients wait in the lobby for 10 minutes or less	FALSE

Survey Questions

Quality Standards		Question Answer Options (depends on question type)							
Criteria/Description	Evaluation Questions	Evaluation Indicators	Survey Question	Question Type	Option #1	Option #2	Option #3	Option #4	Option #5
Customer satisfaction	Average ordering time is 8 minutes for appetizers and 12-15 minutes for entrees. The average time to pay is one minute or less.	Is the experience of our customers better with tablets?	How long did your entire dining experience take? Please use your best judgment.	Multiple choice	Less than 30 minutes	Between 30 and 45 minutes	Between 45 minutes to 1 hour	Between 1 hour and 1.5 hours.	More than 1.5 hours
Customer satisfaction	Customers who use the tablets report technical problems less than 5% of times per week	Do the tablets help save time?	How easy was it for you to use the tablet?	Multiple choice	Extremely difficult	Difficult	Neutral	Easy	Extremely easy
Customer satisfaction	98% accuracy on customer orders The average waiting time in the lobby, for the customer to be seated at their table, is 10 minutes or less.	Do the tablets work as they should? Are the tablets easy to use?	Did everyone in your group receive the correct order?	Yes/No	Yes	No			Our order never came. We had to ask someone.
Customer satisfaction		Do customers receive orders as requested?	How long did you wait between ordering your food and its arrival?	Multiple choice	Less than 5 minutes	Between 5 and 10 minutes	Between 10 and 15 minutes	More than 15 minutes	
Customer satisfaction		Is there less waiting for customers in the lobby to be seated?	How long did you wait in the lobby before getting a table?	Multiple choice	5 minutes or less	Between 5 and 10 minutes	Between 10 and 30 minutes	More than 30 minutes	I already had a reservation
			Did you order any of the recommended extra items?	Yes/No	Yes	No			
			Did any errors occur during your dining experience?	Multiple choice	0 errors	1 mistake	2 errors	3 mistakes	4 or more errors
			Would you recommend dining here to your friends with the tablet experience?	Yes/No	Yes	No			
			Order the tablet features you like from highest (1) to lowest (5).	Scaled	Pairing	Recommendations	menu page	(where you order and pay)	The gaming page
			The payment method was quick and easy.	True/False	TRUE	FALSE			The Featured Articles Page
			Is there any other feedback you have for us related to the tablet experience? If so, please let us know!	Open-ended	Open-ended question				