

## CASE STUDY

# A Buffet Restaurant Chain

Find out how an eight-location buffet restaurant increased its profitability and efficiency with WorkforceHub.

### At a Glance

#### THE SITUATION

- The restaurant's margins were shrinking due to rising food costs
- Workforce management was complex, with part-time and full-time employees at multiple locations
- Avoiding unplanned overtime became so difficult it was nearly impossible

#### SOLUTION HIGHLIGHTS

- Software was quick & easy to set up
- The Employee Schedule Enforcement tool prevents out-of-schedule punches
- Customizable alerts keep overtime under control
- Mobile features help employees who split hours between locations

#### THE COMPLEXITIES OF RESTAURANT WORKFORCE MANAGEMENT

As is the case in many restaurants, employee management within this particular chain was fairly intricate. The staff consisted of both part-time and full-time employees, of which also had different pay rates. Most employees were hourly, apart from eight full-time head cooks and four managers, each of whom managed two restaurants.

Multiple locations was another layer of complexity as several prep cooks and servers split hours, working in different restaurants within a single pay period.

**“WorkforceHub delivered an affordable solution that quickly paid for itself within just a few weeks.”**

#### UNAVOIDABLE UNPLANNED OVERTIME

Because management of the workforce was so complicated, the restaurant managers struggled to limit unplanned overtime. If one of the locations had an unusually busy night, managers couldn't just send employees home. During busy times, the supervisors were juggling so many balls that checking who had moved into overtime hours was impossible.

Since few employees wanted to work overtime, the owner knew his staff would welcome proactive overtime management, but to achieve that, he needed a new system. Specifically, he needed an employee timekeeping system designed for restaurants that could automatically track and prevent overtime shifts.

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### The Situation

#### INCREASING COSTS = SHRINKING MARGINS

The margins at the restaurant's eight locations were shrinking due to rising food costs. Therefore, the owner was searching for ways to bolster the bottom line. Competition was tight and an attempt to raise menu prices cut business.

Since raising menu prices was counterproductive, the owner turned to the possibility of trimming labor costs. Labor costs account for at least half of expenses in any type of business, so it made sense to consider how he could save in this area.



# CASE STUDY: A BUFFET RESTAURANT CHAIN

## The Solution

### WORKFORCEHUB'S TOOLS & FEATURES

After researching various solutions — some of which were designed for restaurants — the owner chose WorkforceHub. This all-in-one solution handles time and labor as well as core HR functions. He was especially interested in the system's timekeeping and scheduling functionality.

Setup was quick and easy. Each manager was able to enter all employee and shift information in less time than it had previously taken to build out a monthly schedule in Excel.

For this restaurant chain, the Employee Schedule Enforcement tool is key and prevents out-of-schedule punches. If an employee tries to punch in before their authorized start time, the clock locks them out.

Also, to keep overtime under control, WorkforceHub sends an alert to the managers before a worker hits their hours threshold. This alert feature is fully customizable within the system. The ability to accurately track breaks is also delivering savings.

With the addition of WorkforceHub's mobile features, managers and employees that split hours between locations no longer had to retroactively guess punch times or remember to add in punches after the fact.

For an affordable per employee, per month price, WorkforceHub delivered a solution that quickly paid for itself within just a few weeks. And now, many months later, WorkforceHub continues to limit the cost of labor during every shift.

## Try WorkforceHub Free for 30 Days

WorkforceHub is a powerful and fully integrated HR solution that makes it easy to optimize the performance of your managers and employees. The result is improved efficiency across the entire organization.

This system is created for busy employers who need to streamline scheduling, automate time and attendance tracking, maintain regulatory compliance, and reduce labor costs. Best of all, it's built for small businesses and fits into nearly any budget.

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